Commonwealth of Massachusetts
Executive Office for Administration and Finance
Department of Procurement and General Services
Department of Personnel Administration

SPECIALIZED TRAINING and CONSULTATION SERVICES

MASTER SERVICE AGREEMENT

STJ501 - January 1, 1993 - December 31, 1994

STJ502 - August 16, 1993 - August 15, 1995

MASTER SERVICE AGREEMENT

TABLE OF CONTENTS

MASTER SERVICE AGREEMENT

TABLE OF CONTENTS

INTRODUCTION

On behalf of the Department of Personnel Administration, the Department of Procurement and General Services has entered into contracts with professional vendors in order to provide Government agencies with a selection of high quality trainers who can deliver in-house training at fixed, reasonable rates. These contracts make up the Master Service Agreement for Training (MSA).

The service contract regulations for Master Service Agreements are governed by Administrative Bulletin 88-1. Administratively, the procedures utilize the Massachusetts Management Accounting and Reporting System (MMARS), ensuring efficient processing and payment of vendor vouchers.

This ready list of pre-qualified, experienced trainers under the MSA is a valuable resource for Government agencies seeking trainers and training services. This contracting method provides a simple, efficient process and also supports a quality product. The approved agreements are on file with the Office of the Comptroller and the Department of Procurement and General Services.

Master Service Agreement Interagency Task Force

The Interagency Task Force has been appointed by the Department of Personnel Administration and Cabinet Secretaries to develop the menu of topics and services that are available and to participate in the certification process of the trainers.

The following is a list of the members of the MSA Interagency Task Force who also served as the Selection Board for this Master Service Agreement. Their time and professional experience in these activities contribute a great deal to the quality of the Master Service Agreement.

Administration and Finance
- Barbara Blakeslee, Dept of Revenue
- Kathleen Dahill, Procurement and General Services
- William Hilliker, Group Insurance Commission

Communities and Development
- Richard Ofria, Executive Office

Consumer Affairs
- William Hubbard, Division of Insurance

Education
- Ellen McCormack, Dept. of Education
- Ronnie Haas, Donahue Institute, UMass/Boston

Environmental Affairs
- Louise Braxton, Executive Office
- Linda Chiaramonte, Dept. of Env. Protection

Human Services
- Judith Ananian, Dept. of Public Welfare
- Richard Faust, Dept. of Social Services
- Patricia Harris, Mass. Commission for the Blind
- Phil LeBlanc/Georgette Deraney, Mass Rehabilitation Commission
- Marjory Reid, Mass. Commission for the Deaf and Hard of Hearing

Independent Commissions
- Mary Woods, Mass State Lottery

Labor
- Mary Cappadona, Joint Labor-Management Committee

Economic Affairs
- Joan Folcik, Dept. of Employment & Training

Elder Affairs
- Sheila Donahue-King, Executive Office

Public Safety
- Robert Hughes, Executive Office
- Leslie Bestick, Mass. Parole Board

Representatives from the Department of Personnel Administration include:
Mary O'Neil, Director, HRD
Marsha Wilson, Training Specialist, HRD
Terry Herbert, Contract Specialist, Administrative Services

SCOPE OF SERVICE

There are four categories of services offered under this Master Service Agreement which are briefly described below. The individual courses, certified trainers and their hourly rates are more fully described in the following pages of this document. Departments may purchase any of these services directly from the certified trainers at the pre-negotiated rate.

The Human Resource Development Group (HRD), at the Department of Personnel Administration, compiled the course listing in this Master Service Agreement (MSA), under the direction of the MSA Interagency Task Force. The programs included are intended to represent standard, general programs in management, professional development and skill building. The Master Service Agreement is not intended to serve a department's need for agency specific training programs or consulting services.

Management Development

The courses listed in this category focus on areas of knowledge and skill that are critical to Public Sector managers. These one and two day programs supplement the accepted theory, knowledge and skills which are presented through the Commonwealth's 5 Tier Management Development Programs.

Professional and Staff Development

The courses listed in this category focus on areas of knowledge and skill that increase productivity and employee motivation and also contribute to individual career development. Areas of supervision, communication and technical development are emphasized.

Computer Training

The courses listed in this category focus on building computer skills and are applicable to any employee. Topics focus on word processing, database management and spreadsheet systems.

Ancillary Services

The ancillary services described in this category are intended to augment a department's Human Resource Development planning efforts by providing specific expertise in the areas of needs assessment, curriculum development and conducting impact studies. Contact the HRD Group at the Department of Personnel Administration (617-727-3777) for technical assistance in utilizing these services.

CRITERIA FOR CERTIFICATION

The Master Service Agreement Task Force carefully considers the qualification of trainers in determining certification. The criteria for qualification includes:

- o teaching/training experience
- o a successful history and current experience providing certified programs
- o professional platform skills
- o knowledge of subject matter
- o content and quality of course materials
- o formal educational qualifications
- o positive assessment from reference sources

Each vendor seeking certification must submit a proposal package which includes:

1. A "Statement of Qualification" that summarizes specifically the vendor's professional qualifications to deliver training.
2. A current resume
3. A copy of a one page curriculum outline and a sample course handout.
4. Three references
5. If applicable, a copy of their Certification from the State Office of Minority and Women Business Assistance.

The certification process for each trainer includes an analysis and assessment of the individual's resume and all accompanying required submittals, an interview with two Master Service Agreement Task Force members, a minimum of two reference checks, and a review by the Department of Personnel Administration.

CONTACTING AND SELECTING TRAINERS

Departments should contact the certified trainers listed for each course they are seeking to offer. It is recommended that departments interview at least three trainers to make the most appropriate selection, based on their department's specific learning objectives and target audience. The MSA Task Force encourages departments to develop a "Scope of Work Agreement" with the vendor to include the following information:

- MSA hourly rate*
- # of hours of training for which the vendor will be paid,
- days and dates of the training programs
- who, at the department, is responsible for coordinating the training event and what that entails
- the start and finish time of each training day
- location of the training event
- who is responsible for duplicating the handouts and other course materials
- the estimated cost of the hand-outs*
- the cost of using a vendor's facilities (i.e., a computer lab)
- any other cost that the agency will incur
- the last date that an agency can cancel (established by the MSA as 21 days prior to the training event)
- the department's weather cancellation policy

The above list may not be all inclusive, but contains key items that do need to be agreed to by the department and the vendor to ensure a successful program.

* See the next section on requirements and restrictions.

REQUIREMENTS AND RESTRICTIONS

Trainers listed as qualified to perform services in this directory are certified only for courses in which they have a professional background and teaching experience. They may not be contracted to perform services for which they are not certified. In addition, since certification implies a trainer's prior experience in preparing for and teaching a course, departments are not expected to pay for course development, but rather course delivery. None of the services to be provided by the contractor can be subcontracted to any other individual, unless it is an individual employed by the same vendor and is also certified in the topic area.

The following section is interpreted from DPGS Memorandum 93-8 and outlines the terms for using the services of certified trainers.

1. **TRAINING DAY**, as defined by this MSA, is six (6) classroom hours; and, no contractor may charge for course preparation time or travel. The course description defines the approximate length of each course.

2. **COPYRIGHT MATERIAL**, which is clearly identified, may not be reproduced or otherwise distributed by the Commonwealth, or class participants, without prior written permission of the provider.

3. **HOURLY RATE**, for the trainer(s), is fixed for each course and may not be negotiated. There is no additional allowance for preparation time or travel. Invoices must specify how many class hours were provided, the rate per hour, and the total. Refer to your MSA listing in this directory for the hourly rates of all vendors.

4. **COMPUTER SOFTWARE COURSES:**

   a. **All listed contractors may provide any course listed under the Computer Category at the hourly rate stated.**

   b. Computer trainers may be either employed by, or subcontracted through, the selected contractor. It is recommended that proposed computer trainers be interviewed by the state agency prior to scheduling the class. The Commonwealth reserves the right to reject any proposed computer trainer the contractor may offer.

   c. Although Computer Software Training contractors may subcontract, the MSA vendors remains responsible for the contractual obligation. Invoices must be payable to the MSA Contractor. Invoicing for this category is at a fixed hourly rate in MSVR Line 01 for all contracts listed.

5. **MANAGEMENT AND STAFF DEVELOPMENT COURSES:**

Only those trainers specifically stated in this directory may provide training for the designated courses listed. No other trainers may be used by the selected contractor. Invoices must be payable only to the MSA Contractor. Invoicing for this category is at a fixed hourly rate in MSVR Line 01 for all contractors listed except for the following:

- o MIT Group 042718001 0002
- o Kilmartin Co., Inc. 042756170 0005

6. **COURSE RELATED EXPENSES** consist of the three categories listed below. Invoicing for these categories is a variable (open) entry in MSVR Line 02 for all contractors listed. Invoices should itemize the charges for each of these categories; however, for PV input, you may enter one grand total of all three categories.

   a. **TRAINING MATERIALS COST**, if required by the Contractor, must be negotiated between the state agency and the selected contractor prior to scheduling the training class.

   b. **TEACHING ASSISTANTS**, to aid in Computer Training Laboratory courses with more than twelve class participants ONLY, may be used at the discretion of the state agency. Some Contractors have indicated the availability of assistants but are not required to provide this service. State agencies in need of this service should negotiate with the selected contractor prior to scheduling the training class under the following terms defined by this MSA:

      - o Assistants' qualifications must meet with the approval of the hiring agency; and
      - o The rate may not exceed $30 per hour for classroom hours.

   c. **TRAINING FACILITY RENTALS**, if arranged through the MSA contractor, should be negotiated between the selected contractor and the agency prior to scheduling the training class. Some contractors have indicated the availability of facilities but are not required to provide this service.

7. **ANCILLARY SERVICES:** When Ancillary Services are required, it is recommended that state agencies contact Mary O'Neil of the Human Resource Development Group (DPA) prior to any negotiations with the contractors. The data you require may already be available. Invoicing for this category is at a fixed hourly rate in MSVR Line 03 for all contractors listed.

8. **BILLING PROCEDURES:** See your MMARS liaison for billing. Important tips:
   - o The SC input form must reference the MSA contract number, the MSVR line number and the vendor number.
   - o The agency must provide the vendor with a PV form if the agency requires it. The hourly rate, indicated on the PV, must match the MSVR and the vendor code number.

For further clarification of specific terms and instructions on how to use this contract, please contact Mary O'Neil, Contract Manager, or Marsha Wilson of the Human Resource Development Group in DPA at (617) 727-3777.

Inquiries regarding the MMARS Vendor File, the MSVR Table, or billing procedures may be directed to the DPGS Service Contracting Unit at (617) 727-7500 attention Rose Jordan at ext.251 or Al Pace at ext. 316.

Should your agency require "Training" courses not listed on the MSA or **specialized** training of a more extensive nature, it is necessary to request an MSA Waiver prior to scheduling the class (es) and hiring a trainer. The Waiver request must be addressed to Ellen Phillips, Director of Commodity and Service Procurements, along with a letter defining the type of training required and if possible the estimated dollar amount. You will receive a response to such Waiver requests within 10 days or less. The approved Waiver Form must be attached to your departmental SC when submitted to the Comptroller's Office. See DPGS Memorandum #92-08 in this directory.

Commonwealth of Massachusetts
Dept. of Procurement and General Services
One Ashburton Place, Boston, MA 02108

DPGS Memorandum

DPGS MEMORANDUM 92-08

TO: Procurement Coordinators
MMARS Liaisons
POS Contract Officers

FROM: Jonathan Goldfield, Director
Bureau of Service Contracting

DATE: March 31, 1992

SUBJ: **WAIVER PROCEDURES FOR A STATE WIDE MASTER SERVICE AGREEMENT**

PART 1: OVERVIEW

The Department of Procurement & General Services **(DPGS)**, through its Bureau of Service Contracting **(BSC)**, will execute a series of State Wide Master Service Agreements **(MSAs)** for various professional and operational services. Once an MSA is executed with a contractor, department use of the MSA is required.

However, an MSA may not be all inclusive and meet every department's program needs in every instance. Therefore, the Service Contract Regulations (801 CMR § 20.00) provide for a written waiver authorization **("Waiver")**. Moreover, Waiver authority is also granted to DPGS under its regulations, 802 CMR § 2.05. The BSC will administer the Waiver approval procedure under both regulations when the purpose pertains to service contracts.

PART 2: PROCEDURE

When preparing to procure a service, a department procurement coordinator must assure that the desired service is not covered by an existing MSA. This information is readily available on the MMARS DPGS Bulletin Board, the "BBRD" Screen, Category: "STATE WIDE MSA," an example is attached, see Exhibit A.

If an MSA exists, and the purchasing agency cannot use the vendors on the MSA, then a Waiver must be requested using the **MSA WAIVER REQUEST** form (attached), along with an explanatory letter directed to the BSC. The Waiver may be granted pursuant to 801 CMR § 20.05(1) (a) and 802 CMR § 2.05, if the requesting department:

1. Identifies the MSA from which the Waiver is desired; and,

2. Documents unique service needs that the MSA contractors are not capable of providing; or,

3. Documents that the service required is not provided at all under the existing MSA; and,

4. Provides a list of prospective vendors from whom the desired service will be solicited.

The documentation must be topically substantive, and show the detail of the department's need to independently procure services. Please be advised that service procurements of $50,000.00 and over must follow the formal solicitation process set out by 801 CMR § 20.05(2). Procurements of less than $50,000.00 should follow sound business practices, and be consistent with the requirements of 801 CMR § 20.00.

The BSC will respond in a timely fashion to a Waiver request and its accompanying documentation, normally within five working days. After processing the Waiver request, the BSC will return the Waiver form directly to the department contact named on the form. The Waiver request may be approved, denied, or may be returned to a department for more information.

Finally, the Office of the State Comptroller **(CTR)** will not allow payment to a non-MSA vendor when a service is covered by an MSA, **unless prior to the service delivery:**

(a) a Waiver is on file with the CTR; and,

(b) the department files the following documents with the CTR:

i. an SC Form (or, as required under the circumstances, an SR form,), **and,**

ii. a fully executed and complete standard form contract pursuant to Administrative Bulletin 91-7.

Questions regarding the Waiver process, or any inquiries regarding MSAs or purchasing methods, may be addressed to the BSC at 727-7500, ext. 251.

attachments

f:\msa\waiver\jgwaiver.doc

Department Of Procurement & General Services (DPGS)
Bureau of Service Contracting
One Ashburton Place, Room 1017
Boston, MA 02108
617-727-7500 ext. 251

MSA WAIVER REQUEST

TO BE COMPLETED BY DEPARTMENT:

DATE:_____

Department Code:_ _ _ Department Name:_____

Dept. Address:_____

Contact Person:_____Tel #:(_ _ _) _ _ _ - _ _ _ _, Ext.____

Document ID: SC _ _ _ - _ _ _ _ - _ _ _ _ _ _ _ _

SC _ _ _ - _ _ _ _ - _ _ _ _ _ _ _ _

SC _ _ _ - _ _ _ _ - _ _ _ _ _ _ _ _

SC _ _ _ - _ _ _ _ - _ _ _ _ _ _ _ _

Service Description: _____

_____

_____

(Please attach documentation.)

TO BE COMPLETED BY DPGS:

Returned for Information by:_____Date:_____

(Information Required): _____

_____

Approved by:_____ Date:_____

Disapproved by:_____ Date:_____

(Reason for disapproval):_____

_____

_____

Approval applied by:_____ Date:_____

DPGS LOG-IN DATE____ LOG-OUT DATE____ DPGS 92-01

EXHIBIT A

ACTION: R SCREEN: BBRD M M A R S

H- ---------- PURCHASING BULLETIN BOARD ----------

KEY IS CATEGORY, LINE NUMBER

CATEGORY: STATEWIDE MSA

BULLETIN TEXT				LINE NUMBER
NAME OF CONTRACT	OBJ	EXPIRES	KT. #	0001
				0003
TRAINING	J50	1/93	N/A	0005
TEMPORARY/CLERICAL HELP	J46	6/92	N/A	0007
DEBT COLLECTION	T10	1/93	N/A	0009
AERIAL PESTICIDE SPRAY	J18	11/92	2J005	0011
AUTOMOBILE MAINTENANCE	L44	7/92	2L006	0013
LABOR ARBITRATORS	H05	12/94	2H001	0015
INTERPRETERS F/DEAF/HH	J42	7/93	N/A	0017
PHOTOCOPIERS,LEASE/PURCH.	L26	7/93	2L006	0019
OFFICE SUPPLIES	E01	6/93	B20820100	0021
FOR INFORMATION, CONTACT THE DPGS BUREAU OF				0041
SERVICE CONTRACTING AT 727-7500, EXT. 251.				0044

3 == LU #2

MSA CONTRACTED VENDORS FOR
ST3J501 and ST3J502
HUMAN RESOURCE DEVELOPMENT TRAINING

PLEASE NOTE CHANGE OF ADDRESS FOR THE FOLLOWING MSA VENDORS:

Rob Adams McKean
Chart Communications
76 Otis Street
Newton, MA 02160
(617) 558-0330

Reggie Odom
26 Concord Ave., Apt. 312
Cambridge, MA 02138
(617) 497-5883

Maryann Piotrowski
Corporate Writing consultants
P. O. Box 981
Cambridge, MA 02238
(617) 876-1737

MSA CONTRACTED VENDORS FOR
ST3J501 and ST3J502
HUMAN RESOURCE DEVELOPMENT TRAINING

Issued: 8/30/93

A E SCHWARTZ & ASSOCIATES
PO BOX 228
WAVERLY MA 02179-9998

Telephone: (617) 926-9111
Contract Manager: ANDREW E SCHWARTZ
Vendor No. 065528083 SCHW
Vendor Classification (see footnote): 2

AARON LOWERY & ASSOCIATES
28475 GREENFIELD ST, SUITE 109
SOUTHFIELD MI 48076

Telephone: (313) 557-9587
Contract Manager: AARON LOWERY
Vendor No. 382395253 0001
Vendor Classification (see footnote): 2

ADAMS ASSOCIATES
1644 MASSACHUSETTS AVE
LEXINGTON MA 02173

Telephone: (617) 863-0267
Contract Manager: ELAINE ROSENBERG
Vendor No. 222911192 0006
Vendor Classification (see footnote): 2

BOSTON CENTER FOR COMPUTER APPLICATIONS
336 NEWBERRY STREET
BOSTON MA 02115

Telephone: (617) 247-0538
Contract Manager: TED KAPLAN
Vendor No. 042773203 0003
Vendor Classification (see footnote): S

CAREER DEVELOPMENT & COUNSELING SERVICES
165 WASHINGTON STREET
WINCHESTER MA 01890

Telephone: (617) 721-1200
Contract Manager: EDWARD COLOZZI
Vendor No. 990270247 0001
Vendor Classification (see footnote): 2

CATAPULT SOFTWARE TRAINING CENTERS
1601 TRAPELO ROAD, RESERVOIR PLACE
WALTHAM MA 02154

Telephone: (617) 684-0132
Contract Manager: JOHN MALONE
Vendor No. 911425424 0000
Vendor Classification (see footnote): 2

COMPUTER TRAIN
101 BLANCHARD ROAD
CAMBRIDGE MA 02138

Telephone: (617) 876-4066
Contract Manager: ELINORE HILDEBRANDT
Vendor No. 042975854 0002
Vendor Classification (see footnote): S/W

COMPUWORKS
83 JOHN CARVER ROAD
READING MA 01867

Telephone: (617) 944-4751
Contract Manager: MARGARET GRIMES
Vendor No. 222818576 0004
Vendor Classification (see footnote): 2

COPWOOD ASSOCIATES INC
8 HIGHLAND ROAD
POUGHKEEPSIE NY 12601

Telephone: (914) 485-2255
Contract Manager: LOUISE COOPER
Vendor No. 141704512 0009
Vendor Classification (see footnote): 2

D H KEENE ASSOC., INC.
9 STONEHILL ROAD
MARLBOROUGH MA 01752

Telephone: (508) 481-0711
Contract Manager: JOHN W. KEENE
Vendor No. 043148658 0004
Vendor Classification (see footnote): S

Listed, left to right, by: (1)Company Name; (2) Sole Proprietor's Last Name
Vendor Classification: MBE = SOMWBA certified; S = Small Business; W = Women-Owned; 2 = No certifications

MSA CONTRACTED VENDORS FOR
ST3J501 and ST3J502
HUMAN RESOURCE DEVELOPMENT TRAINING

Issued: 8/30/93

DAVIES GROUP
12 GREEN HERON LANE
NASHUA NH 03062

Telephone: (603) 595-0007
Contract Manager: RICHARD P KROPP, JR, ED.D.
Vendor No. 020441417 0000
Vendor Classification (see footnote): 2

FOCUS GROUP/McGUIRE ANTHONY INC
214 LINCOLN STREET, SUITE 315
ALLSTON MA 02134

Telephone: (617) 254-1123
Contract Manager: CRYSTELL ANTHONY
Vendor No. 042842622 0008
Vendor Classification (see footnote): 2

FOSTER ASSOCIATES
705 CENTRE ST
JAMAICA PLAIN MA 02130

Telephone: (617) 524-2787
Contract Manager: JOYCE FOSTER
Vendor No. 014224823 0001
Vendor Classification (see footnote): 2

GARDNER YENAWINE & ASSOCIATES
PO BOX 304
BELMONT MA 02178

Telephone: (617) 484-9280
Contract Manager: GARDNER YENAWINE, ED.D.
Vendor No. 042687629 0003
Vendor Classification (see footnote): 2

GERARD BRUNO ASSOCIATES
37 OAKDALE RD
WILMINGTON MA 01887

Telephone: (508) 657-7830
Contract Manager: GERARD BRUNO
Vendor No. 043157346 0007
Vendor Classification (see footnote): 2

GOAL/QPC
13 BRANCH AVE
METHUEN MA 01844

Telephone: (508) 685-3900
Contract Manager: CHRISTINA DILLON
Vendor No. 042741275 0008
Vendor Classification (see footnote): 2

HUMAN RESOURCE SYSTEMS FOR PRODUCTIVITY
18 ALLENE AVENUE
SUDBURY MA 01776

Telephone: (508) 443-4293
Contract Manager: ASSUNTA YOUNG
Vendor No. 360447852 0003
Vendor Classification (see footnote): MBE/W

KATHLEEN FLETCHER & ASSOCIATES
455 SUMMER STREET
BRIDGEWATER MA 02324

Telephone: (508) 697-3489
Contract Manager: KATHLEEN M FLETCHER
Vendor No. 301381822 0001
Vendor Classification (see footnote): 2

KILMARTIN COMPANY INC
115 WHITTEMORE STREET
CONCORD MA 01742

Telephone: (508) 369-1784
Contract Manager: KAREN KILMARTIN
Vendor No. 042756170 0005
Vendor Classification (see footnote): 2

MANAGEMENT RESOURCE ASSOCIATES
87 WALTER STREET
ROSLINDALE MA 02131-1503

Telephone: (617) 325-8820
Contract Manager: ANN I McDONOUGH
Vendor No. 483609701 0001
Vendor Classification (see footnote): 2

Listed, left to right, by: (1)Company Name; (2) Sole Proprietor's Last Name
Vendor Classification: MBE = SOMWBA certified; S = Small Business; W = Women-Owned; 2 = No certifications

MSA CONTRACTED VENDORS FOR
ST3J501 and ST3J502
HUMAN RESOURCE DEVELOPMENT TRAINING

Issued: 8/30/93

MANPOWER/TRAINING INC.
4 COPLEY PLACE, SUITE 155
BOSTON MA 02116

Telephone: (617) 437-7550
Contract Manager: PAULA GIOKAS (Boston Branch)
Vendor No. 390526440 0019
Vendor Classification (see footnote): 2

MARTHA LOSS & ASSOCIATES
89 FREEMAN ST
NEWTON MA 02166

Telephone: (617) 965-1127
Contract Manager: MARTHA LOSS
Vendor No. 044404042 0008
Vendor Classification (see footnote): 2

MIT GROUP (MANAGEMENT INTERVENTION & TRAINING
29 ADMIRALS WAY, ADMIRAL HILL
CHELSEA MA 02150

Telephone: (617) 884-1999
Contract Manager: PRISCILLA GLIDDEN
Vendor No. 042718001 0002
Vendor Classification (see footnote): 2

MOR ASSOCIATES
521 MT AUBURN ST, SUITE 209
WATERTOWN MA 02172-4153

Telephone: (617) 924-4501
Contract Manager: BRIAN McDONALD
Vendor No. 042842949 0006
Vendor Classification (see footnote): 2

ODC - ORGANIZATION DEVELOPMENT CONSULT.
65 PROSPECT ST
TOPSFIELD MA 01983

Telephone: (508) 887-9802
Contract Manager: CARLOTTA REGAN TYLER
Vendor No. 043096425 0001
Vendor Classification (see footnote): S/W

OFFICE DIRECTIONS
44 CLARK ROAD
ANDOVER MA 01810-5602

Telephone: (508) 475-7852
Contract Manager: JEAN VERZOLA-HENRY
Vendor No. 014446852 0003
Vendor Classification (see footnote): W

POIRIER & ASSOCIATES
PO BOX 425
FOXBORO MA 02035

Telephone: (508) 698-0598
Contract Manager: JOHN POIRIER
Vendor No. 043076130 0002
Vendor Classification (see footnote): 2

PROFESSIONAL DEVELOPMENT GROUP INC
PO BOX 986
FRAMINGHAM MA 01701

Telephone: (508) 872-1499
Contract Manager: DAVID P GOMES
Vendor No. 042875335 0004
Vendor Classification (see footnote): 2

QUALITY NETWORK INC
119 RUSSELL STREET
LITTLETON MA 01460

Telephone: (508) 486-0010
Contract Manager: RICHARD BARBIERI
Vendor No. 043165534 0000
Vendor Classification (see footnote): 2

RESOURCE DEVELOPMENT GROUP INC
184 NORTH ST, SUITE 304
PITTSFIELD MA 01202

Telephone: (413) 443-0661
Contract Manager: BERNARD CARMELL
Vendor No. 043012514 0003
Vendor Classification (see footnote): 2

Listed, left to right, by: (1)Company Name; (2) Sole Proprietor's Last Name
Vendor Classification: MBE = SOMWBA certified; S = Small Business; W = Women-Owned; 2 = No certifications

MSA CONTRACTED VENDORS FOR
ST3J501 and ST3J502
HUMAN RESOURCE DEVELOPMENT TRAINING

Issued: 8/30/93

STUDLEY & ASSOCIATES
150 WOOD ROAD, SUITE 205
BRAINTREE MA 02184

Telephone: (617) 356-4601
Contract Manager: FRED M STUDLEY
Vendor No. 043145218 0007
Vendor Classification (see footnote): 2

U S A COMPUTER TRAINING CENTER
6 NO MARKET BLDG FANEUIL HALL
BOSTON MA 02109

Telephone: (617) 248-3920
Contract Manager: JEROME CROWLEY, JR
Vendor No. 042969057 0005
Vendor Classification (see footnote): 2

ZIFF COMMUNICATIONS
9 HILLSIDE AVE, PROSPECT PLACE FLR 5
WALTHAM MA 02154

Telephone: (617) 890-0009
Contract Manager: MICHAEL PERRIELLO
Vendor No. 133286715 0001
Vendor Classification (see footnote): 2

ELSIE MARYLOU BALBAKY
5 MADISON STREET
CAMBRIDGE MA 02138

Telephone: (617) 354-8430
Contract Manager: ELSIE MARYLOU BALBAKY
Vendor No. 526541373 BALB
Vendor Classification (see footnote): 2

JULIE BERNARDIN
DBA: J. B. CONSULTANT SERVICES
42 HIGH STREET, #4
MEDFORD MA 02155

Telephone: (617) 391-6056
Contract Manager: JULIE BERNARDIN
Vendor No. 018327096 BERN
Vendor Classification (see footnote): 2

DEBORA S BLOOM
DBA: DEBORA BLOOM ASSOCIATES
16 GEORGE STREET
NEWTON MA 02158

Telephone: (617) 965-6808
Contract Manager: DEBORA S BLOOM
Vendor No. 264545910 BLOO
Vendor Classification (see footnote): 2

SADIE BURTON-GOSS
9 GEORGE STREET
BOSTON MA 02136

Telephone: (617) 361-7886
Contract Manager: SADIE BURTON-GOSS
Vendor No. 013449989 BURT
Vendor Classification (see footnote): 2

CHERYL CASPER
DBA: CASPER KAGAN TRAINERS
322 FRANKLIN ST
NEWTON MA 02158

Telephone: (617) 244-1024
Contract Manager: DR. CHERYL P CASPER
Vendor No. 029402712 CASP
Vendor Classification (see footnote): 2

WILLIAM J COUGHLIN
80 VERNON STREET
BROOKLINE MA 02146

Telephone: (617) 566-0383
Contract Manager: WILLIAM J COUGHLIN
Vendor No. 150387494 COUG
Vendor Classification (see footnote): 2

WALLACE COYLE
DBA: E WALLACE COYLE ASSOCIATES
348 MAIN STREET
NORWELL MA 02061

Telephone: (617) 659-2251
Contract Manager: E WALLACE COYLE
Vendor No. 018345542 COYL
Vendor Classification (see footnote): 2

Listed, left to right, by: (1)Company Name; (2) Sole Proprietor's Last Name
Vendor Classification: MBE = SOMWBA certified; S = Small Business; W = Women-Owned; 2 = No certifications

MSA CONTRACTED VENDORS FOR
ST3J501 and ST3J502
HUMAN RESOURCE DEVELOPMENT TRAINING

Issued: 8/30/93

FRANCINE J CRYSTAL
DBA: **OPPORTUNITY MANAGEMENT**
480 BEECH STREET
ROSLINDALE MA 02131

Telephone: (617) 327-0309
Contract Manager: FRANCINE CRYSTAL
Vendor No. 144460718 CRYS
Vendor Classification (see footnote): 2

LAWRENCE J DOYLE
DBA: **THE HUMAN FACTOR**
160 HEMLOCK DRIVE
LUNENBURG MA 01462

Telephone: (508) 534-3376
Contract Manager: LAWRENCE DOYLE
Vendor No. 076328049 DOYL
Vendor Classification (see footnote): S

RICHARD P EVANS
DBA: **MANAGEMENT COLLABORATIVE**
36 VAILLE AVE
LEXINGTON MA 02173-4328

Telephone: (617) 862-1290
Contract Manager: RICHARD P EVANS
Vendor No. 034283765 EVAN
Vendor Classification (see footnote): 2

MARTYN L GALLAGHER
26 BROOKSIDE DRIVE
WILBRAHAM MA 01095

Telephone: (413) 596-8554
Contract Manager: MARTYN GALLAGHER
Vendor No. 017329207 GALL
Vendor Classification (see footnote): 2

SUSAN K GRAY
DBA: **KOHLER-GRAY MANAGEMENT CONSULTANTS**
PO BOX 1205, 98 BAKER HILL RD.
NORTHAMPTON MA 01060

Telephone: (413) 584-6747
Contract Manager: SUSAN KOHLER-GRAY
Vendor No. 150483360 GRAY
Vendor Classification (see footnote): W

CASEY HALL
313 CENTRAL STREET
CENTRAL FALLS RI 02863

Telephone: (401) 722-3198
Contract Manager: CASEY HALL
Vendor No. 024501408 HALL
Vendor Classification (see footnote): 2

ALAN N HOFFMAN
22 PARK AVENUE
WELLESLEY HILLS MA 02181

Telephone: (617) 237-8547
Contract Manager: ALAN HOFFMAN
Vendor No. 011402817 HOFF
Vendor Classification (see footnote): 2

RICHARD S JURALEWICZ
26 COBBLESTONE LANE
WORCESTER MA 01606

Telephone: (508) 852-2796
Contract Manager: DR. RICHARD JURALEWICZ
Vendor No. 047266414 JURA
Vendor Classification (see footnote): 2

PAMELA KRISTAN
30 MILL STREET
DORCHESTER MA 02122

Telephone: (617) 265-6831
Contract Manager: PAMELA KRISTAN
Vendor No. 341389912 KRIS
Vendor Classification (see footnote): 2

MITCHELL C KUR
108 WILLARD ROAD
BROOKLINE MA 02146

Telephone: (617) 232-7085
Contract Manager: MITCHELL KUR
Vendor No. 498327715 COWA
Vendor Classification (see footnote): 2

Listed, left to right, by: (1)Company Name; (2) Sole Proprietor's Last Name
Vendor Classification: MBE = SOMWBA certified; S = Small Business; W = Women-Owned; 2 = No certifications

MSA CONTRACTED VENDORS FOR
ST3J501 and ST3J502
HUMAN RESOURCE DEVELOPMENT TRAINING

Issued: 8/30/93

GEORGE F MAHONEY
840 ASHBY WEST ROAD
FITCHBURG MA 01420

Telephone: (508) 342-6609
Contract Manager: GEORGE MAHONEY
Vendor No. 071323644 MAHO
Vendor Classification (see footnote): 2

KENNETH W MIRVIS
DBA: **THE WRITING COMPANY**
86 ROSEDALE ROAD
WATERTOWN MA 02172

Telephone: (617) 924-7122
Contract Manager: KENNETH MIRVIS, Ed.D.
Vendor No. 259721349 MIRV
Vendor Classification (see footnote): 2

REGGIE ODOM
55 CHANNING ROAD
WATERTOWN MA 02172

Telephone: (617) 923-3593
Contract Manager: REGGIE ODOM
Vendor No. 243801863 ODOM
Vendor Classification (see footnote): 2

MARYANN PIOTROWSKI
DBA: **CORPORATE WRITING CONSULTANTS**
432 BROADWAY ST
CAMBRIDGE MA 02138

Telephone: (617) 876-1737
Contract Manager: MARYANN PIOTROWSKI
Vendor No. 044324159 PIOT
Vendor Classification (see footnote): 2

CAROL RINEHART
DBA: **CHRYSALIS CONSULTING GROUP**
37 MORAINE ST
BELMONT MA 02178

Telephone: (617) 484-6132
Contract Manager: CAROL RINEHART
Vendor No. 391448382 RINE
Vendor Classification (see footnote): 2

ROB ADAMS McKEAN
DBA: **CHART COMMUNICATIONS**
174 HILLSIDE ST
BOSTON MA 02120

Telephone: (617) 739-0947
Contract Manager: ROB ADAMS McKEAN
Vendor No. 197388397 ADAM
Vendor Classification (see footnote): 2

SHARON O'NEILL
572 FEDERAL STREET
BELCHERTOWN MA 01007

Telephone: (413) 323-5890
Contract Manager: SHARON O'NEILL
Vendor No. 019461609 ONEI
Vendor Classification (see footnote): 2

RENE D PETRIN
DBA: **MANAGEMENT MENTORS**
PO BOX 67291
CHESTNUT HILL MA 02167

Telephone: (617) 789-4622
Contract Manager: RENE D PETRIN
Vendor No. 002360215 PETR
Vendor Classification (see footnote): 2

JUDITH G POOLE
292 LEXINGTON STREET
WATERTOWN MA 02172

Telephone: (617) 923-8856
Contract Manager: JUDITH POOLE
Vendor No. 016345730 POOL
Vendor Classification (see footnote): 2

MARY L SHAPIRO
115 RANDOLPH STREET
CANTON MA 02021

Telephone: (617) 828-8876
Contract Manager: MARY SHAPIRO
Vendor No. 288442405 SHAP
Vendor Classification (see footnote): 2

Listed, left to right, by: (1)Company Name; (2) Sole Proprietor's Last Name
Vendor Classification: MBE = SOMWBA certified; S = Small Business; W = Women-Owned; 2 = No certifications

MSA CONTRACTED VENDORS FOR
ST3J501 and ST3J502
HUMAN RESOURCE DEVELOPMENT TRAINING

Issued: 8/30/93

JANET L SMALLWOOD
38 BEDFORD STREET
QUINCY MA 02169

Telephone: (617) 471-8138
Contract Manager: JANET L SMALLWOOD
Vendor No. 019522394 SMAL
Vendor Classification (see footnote): 2

CYNTHIA M STAATS
DBA: **COMPUTER EASE**
15 ARCHELAUS HILL
WEST NEWBURY MA 01985

Telephone: (508) 465-2601
Contract Manager: CYNTHIA M STAATS
Vendor No. 022347794 STAA
Vendor Classification (see footnote): 2

SRINIVASAN UMAPATHY
DBA: **ANDOVER CONSULTING & TRAINING**
9 GREYBIRCH ROAD
ANDOVER MA 01810

Telephone: (508) 689-9240
Contract Manager: SRINIVASAN UMAPATHY
Vendor No. 033544630 UMAP
Vendor Classification (see footnote): 2

JAY W VOGT
DBA: **PEOPLESWORTH**
44 ARBOROUGH ROAD
BOSTON MA 02131-1602

Telephone: (617) 327-1636
Contract Manager: JAY W VOGT
Vendor No. 213584789 VOGT
Vendor Classification (see footnote): 2

SHARON B WASHINGTON
DBA: **BFD ASSOCIATES**
6 AUTUMN LANE
LONDONDERRY NH 03053

Telephone: (603) 434-7026
Contract Manager: SHARON WASHINGTON
Vendor No. 114503803 WASH
Vendor Classification (see footnote): 2

KAREN WEINER
DBA: **WEINER ASSOCIATIES**
262 DAVIS ST
NORTHBORO MA 01532

Telephone: (508) 393-7784
Contract Manager: KAREN WEINER
Vendor No. 168386768 WEIN
Vendor Classification (see footnote): 2

KAREN R YOUNG
DBA: **KRY TRAINING ASSOCIATES**
PO BOX 1073, 17 SEASONS LANE
LONDONDERRY NH 03053-1073

Telephone: (603) 437-3875
Contract Manager: KAREN YOUNG
Vendor No. 226849879 YOUN
Vendor Classification (see footnote): 2

Listed, left to right, by: (1)Company Name; (2) Sole Proprietor's Last Name
Vendor Clessification: MBE = SOMWBA certified; S = Smell Business; W = Women-Owned; 2 = No certifications

COMPUTER SOFTWARE TRAINING COMPANIES

ALAN N HOFFMAN
Telephone: (617) 237-8547

RATE: $ 100.00 per hour

CYNTHIA M STAATS
COMPUTER EASE
Telephone: (508) 465-2601

RATE: $ 95.00 per hour

BOSTON CENTER FOR COMPUTER APPLICATIONS
Telephone: (617) 247-0538

RATE: $ 105.00 per hour

CATAPULT SOFTWARE TRAINING CENTERS
Telephone: (617) 684-0132

RATE: $ 110.00 per hour

COMPUTER TRAIN
Telephone: (617) 876-4066

RATE: $ 100.00 per hour

COMPUWORKS
Telephone: (617) 944-4751

RATE: $ 95.00 per hour

MANPOWER/TRAINING INC.
Telephone: (617) 437-7550

RATE: $ 125.00 per hour

PROFESSIONAL DEVELOPMENT GROUP INC
Telephone: (508) 872-1499

RATE: $ 95.00 per hour

U S A COMPUTER TRAINING CENTER
Telephone: (617) 248-3920

RATE: $ 85.00 per hour

ZIFF COMMUNICATIONS
Telephone: (617) 890-0009

RATE: $ 100.00 per hour

MSA #ST3J501 -- COURSE INDEX
COMPUTER SOFTWARE TRAINING COURSES

WORDPERFECT FOR MACINTOSH
FILEMAKER PRO FOR MACINTOSH
POWERPOINT FOR MACINTOSH
PERSUASION FOR MACINTOSH
APPLETALK FOR MACINTOSH
MACINTOSH SYSTEM 7
OTHER - SOFTWARE FOR MACINTOSH
NOVEL NETWARE FOR ADMIN. - LOCAL AREA NETWORKS
BANYAN VINES FOR ADMIN. - LOCAL AREA NETWORKS
OTHER - LOCAL AREA NETWORKS

MSA #ST3J501 -- COURSE INDEX
COMPUTER SOFTWARE TRAINING COURSES

PC FUNDAMENTALS
DOS - PC FUNDAMENTALS
WINDOWS - PC FUNDAMENTALS
OS/2 - PC FUNDAMENTALS
OTHER - PC FUNDAMENTALS
LOTUS 1-2-3 - SPREADSHEETS
LOTUS FOR WINDOWS - SPREADSHEETS
LOTUS MACROS - SPREADSHEETS
EXCEL - SPREADSHEETS
EXCEL FOR WINDOWS - SPREADSHEETS
QUATTRO PRO - SPREADSHEETS
OTHER - SPREADSHEETS
dBASE - PC DATABASE
FOXPRO - PC DATABASE
PARADOX - PC DATABASE
R:BASE - PC DATABASE
Q & A - PC DATABASE
OTHER - PC DATABASES
WORD - PC WORDPROCESSING
WORD FOR WINDOWS - PC WORDPROCESSING
WORDPERFECT - PC WORDPROCESSING
WORDPERFECT FOR WINDOWS - PC WORDPROCESSING
AMI PRO - PC WORDPROCESSING
MULTIMATE - PC WORDPROCESSING
OTHER - PC WORDPROCESSING
HARVARD GRAPHICS - PC GRAPHICS
HARVARD GRAPHICS FOR WINDOWS - PC GRAPHICS
FREELANCE - PC GRAPHICS
FREELANCE FOR WINDOWS - PC GRAPHICS
POWERPOINT FOR WINDOWS - PC GRAPHICS
COREL DRAW - PC GRAPHICS
OTHER - PC GRAPHICS
PROJECT/WINDOWS - PC PROJECT MANAGEMENT
HARVARD PROJECT MANAGER - PC PROJECT MANAGEMENT
TIMELINE - PC PROJECT MANAGEMENT
OTHER - PC PROJECT MANAGEMENT
SYMPHONY - INTEGRATED SOFTWARE
LOTUS WORKS - INTEGRATED SOFTWARE
OTHER - INTEGRATED SOFTWARE
PAGEMAKER - PC DESKTOP PUBLISHING
VENTURA - PC DESKTOP PUBLISHING
OTHER - PC DESKTOP PUBLISHING
MACINTOSH FUNDAMENTALS
EXCEL FOR MACINTOSH
WORD FOR MACINTOSH
PAGEMAKER FOR MACINTOSH

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A 1

ORIENTATION & SKILLS TRAINING ON THE PERFORMANCE MANAGEMENT SYSTEM

REQUISITES:

Training event not to exceed 12 hours per management group. Each group approximates 20-35 managers.

DEFINITION:

The Commonwealth of Massachusetts' Performance Management System is based on the fiscal year cycle and consists of agency articulation of mission, goals and annual objectives, joint planning between a manager and supervising manager to set priority objectives, mid-year performance review, and an annual review with a focus on professional development planning.

GOALS:

This program provides training on the major components of the Performance Management System: setting agency goals and individual performance objectives, conducting a progress review meeting, giving and receiving feedback, annual review ratings and professional development planning.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 1

ORIENTATION & SKILLS TRAINING ON THE PERFORMANCE MANAGEMENT SYSTEM

RICHARD S JURALEWICZ
Contract Manager: DR. RICHARD JURALEWICZ
Telephone: (508) 852-2796

TRAINER:	Richard Juralewicz	125.00	per hour	MSA-ST3J502

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CHERYL CASPER
CASPER KAGAN TRAINERS
Contract Manager: DR. CHERYL P CASPER
Telephone: (617) 244-1024

TRAINER:	Cheryl Casper	125.00	per hour	MSA-ST3J502

==========

ROB ADAMS McKEAN
CHART COMMUNICATIONS
Contract Manager: ROB ADAMS McKEAN
Telephone: (617) 739-0947

TRAINER:	Robert Carnegie	125.00	per hour	MSA-ST3J502

==========

FRANCINE J CRYSTAL
OPPORTUNITY MANAGEMENT
Contract Manager: FRANCINE CRYSTAL
Telephone: (617) 327-0309

TRAINER:	Francine Crystal	100.00	per hour	MSA-ST3J501

==========

KAREN WEINER
WEINER ASSOCIATIES
Contract Manager: KAREN WEINER
Telephone: (508) 393-7784

TRAINER:	Karen Weiner	100.00	per hour	MSA-ST3J502

==========

ADAMS ASSOCIATES
Contract Manager: ELAINE ROSENBERG
Telephone: (617) 863-0267

TRAINER:	Elaine Rosenberg	120.00	per hour	MSA-ST3J502

==========

DAVIES GROUP
Contract Manager: RICHARD P KROPP, JR, ED.D.
Telephone: (603) 595-0007

TRAINER:	Joseph Bongiardina	100.00	per hour	MSA-ST3J502
TRAINER:	John Grausam	100.00	per hour	MSA-ST3J502
TRAINER:	Richard Kropp	100.00	per hour	MSA-ST3J502
TRAINER:	Craig Douglas Tengler	100.00	per hour	MSA-ST3J502

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A 2

MANAGEMENT TOOLS FOR MASSACHUSETTS STATE GOVERNMENT

REQUISITES:

This training event will be coordinated and facilitated by vendor, not to exceed 18 hours. Each group approximates 20-35 managers.

DEFINITION:

This is a course on how to manage in the Commonwealth of Massachusetts.

GOALS:

Peer managers from state agencies and group facilitators will explore "shortcuts", helping participants better understand and view their resources and management strengths. Topics of discussion include: budgeting, networking, sources of information, purchasing, legislative processes, executive branch organization, personnel, and administrative policy and politics. Public managers and officials will be on-hand to discuss issues of particular concern and practical application.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 2

MANAGEMENT TOOLS FOR MASSACHUSETTS STATE GOVERNMENT

WILLIAM J COUGHLIN
Contract Manager: WILLIAM J COUGHLIN
Telephone: (617) 566-0383

TRAINER:	William J Coughlin	125.00	per hour	MSA-ST3J501

==========

CHERYL CASPER
CASPER KAGAN TRAINERS
Contract Manager: DR. CHERYL P CASPER
Telephone: (617) 244-1024

TRAINER:	Cheryl Casper	125.00	per hour	MSA-ST3J502
TRAINER:	Leslie Kagan	125.00	per hour	MSA-ST3J502

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DAVIES GROUP
Contract Manager: RICHARD P KROPP, JR, ED.D.
Telephone: (603) 595-0007

TRAINER:	Joseph Bongiardina	100.00	per hour	MSA-ST3J502
TRAINER:	John Grausam	100.00	per hour	MSA-ST3J502
TRAINER:	Bryna Kaufman	100.00	per hour	MSA-ST3J502
TRAINER:	Richard Kropp	100.00	per hour	MSA-ST3J502
TRAINER:	Craig Douglas Tengler	100.00	per hour	MSA-ST3J502

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A 3

MANAGEMENT OF CHANGE, A COURSE IN THE

REQUISITES:

Training event not to exceed 24 hours per manager group. Each group approximates 20-35 managers.

DEFINITION:

It is critical that managers have training in and knowledge of the dynamics of the change process as it affects their organization as they often act as sponsors or agents for major changes. This seminar will focus exclusively on the change process as it relates to the manager and his/her staff.

GOALS:

Hands-on techniques for coping with resistance, anger, denial, and acceptance of change will be explored. Participants will leave this session with the skills necessary to successfully carry their staff through the next change that occurs on the job. The change process and its relationship to communication, conflict, power, stress, and risk will be discussed.

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 3
MANAGEMENT OF CHANGE, A COURSE IN THE

SHARON O'NEILL
Contract Manager: SHARON O'NEILL
Telephone: (413) 323-5890

TRAINER: Sharon O'Neill 115.00 per hour MSA-ST3J501

==========

SHARON B WASHINGTON
BFD ASSOCIATES
Contract Manager: SHARON WASHINGTON
Telephone: (603) 434-7026

TRAINER: Sharon Bueno Washington 85.00 per hour MSA-ST3J501

==========

WALLACE COYLE
E WALLACE COYLE ASSOCIATES
Contract Manager: E WALLACE COYLE
Telephone: (617) 659-2251

TRAINER: Wallace Coyle 125.00 per hour MSA-ST3J501

==========

SUSAN K GRAY
KOHLER-GRAY MANAGEMENT CONSULTANTS
Contract Manager: SUSAN KOHLER-GRAY
Telephone: (413) 584-6747

TRAINER: Susan Kohler-Gray 120.00 per hour MSA-ST3J501

==========

KAREN R YOUNG
KRY TRAINING ASSOCIATES
Contract Manager: KAREN YOUNG
Telephone: (603) 437-3875

TRAINER: Karen Young 125.00 per hour MSA-ST3J501

==========

JAY W VOGT
PEOPLESWORTH
Contract Manager: JAY W VOGT
Telephone: (617) 327-1636

TRAINER: Jay Vogt 125.00 per hour MSA-ST3J501

==========

GARDNER YENAWINE & ASSOCIATES
Contract Manager: GARDNER YENAWINE, ED.D.
Telephone: (617) 484-9280

TRAINER: Gardner Yenawine 110.00 per hour MSA-ST3J501

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HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 3

MANAGEMENT OF CHANGE, A COURSE IN THE

MIT GROUP (MANAGEMENT INTERVENTION & TRAINING
Contract Manager: PRISCILLA GLIDDEN
Telephone: (617) 884-1999

TRAINER:	Priscilla Glidden	125.00 per hour	MSA-ST3J501

==========

POIRIER & ASSOCIATES
Contract Manager: JOHN POIRIER
Telephone: (508) 698-0598

TRAINER:	John Poirier	100.00 per hour	MSA-ST3J501

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QUALITY NETWORK INC
Contract Manager: RICHARD BARBIERI
Telephone: (508) 486-0010

TRAINER:	Richard Barbieri	100.00 per hour	MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A 4

CRITICAL THINKING & CREATIVE PROBLEM SOLVING, A COURSE IN

REQUISITES:

Training event not to exceed 18 hours per manager group. Each group approximates 20-35 managers.

DEFINITION:

The ability to analyze problems and situations accurately, set goals and implement solutions are the foundation of sound management practices.

GOALS:

Participants will learn to use the tools of planning, goal setting and problem analysis to increase the efficient operation of their work unit. Creative approaches to problem analysis and solutions will also be examined.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 4

CRITICAL THINKING & CREATIVE PROBLEM SOLVING, A COURSE IN

MARTYN L GALLAGHER
Contract Manager: MARTYN GALLAGHER
Telephone: (413) 596-8554

TRAINER: Martyn L Gallagher 100.00 per hour MSA-ST3J501

==========

SHARON O'NEILL
Contract Manager: SHARON O'NEILL
Telephone: (413) 323-5890

TRAINER: Sharon O'Neill 115.00 per hour MSA-ST3J501

==========

DEBORA S BLOOM
DEBORA BLOOM ASSOCIATES
Contract Manager: DEBORA S BLOOM
Telephone: (617) 965-6808

TRAINER: Debora Bloom 125.00 per hour MSA-ST3J501

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SUSAN K GRAY
KOHLER-GRAY MANAGEMENT CONSULTANTS
Contract Manager: SUSAN KOHLER-GRAY
Telephone: (413) 584-6747

TRAINER: Susan Kohler-Gray 120.00 per hour MSA-ST3J501

==========

JAY W VOGT
PEOPLESWORTH
Contract Manager: JAY W VOGT
Telephone: (617) 327-1636

TRAINER: Jay Vogt 125.00 per hour MSA-ST3J501

==========

LAWRENCE J DOYLE
THE HUMAN FACTOR
Contract Manager: LAWRENCE DOYLE
Telephone: (508) 534-3376

TRAINER: Lawrence Doyle 120.00 per hour MSA-ST3J501

==========

COPWOOD ASSOCIATES INC
Contract Manager: LOUISE COOPER
Telephone: (914) 485-2255

TRAINER: Louise Cooper 125.00 per hour MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 4

CRITICAL THINKING & CREATIVE PROBLEM SOLVING, A COURSE IN

GARDNER YENAWINE & ASSOCIATES
Contract Manager: GARDNER YENAWINE, ED.D.
Telephone: (617) 484-9280

TRAINER:	Gardner Yenawine	110.00 per hour	MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A 5

LEADERSHIP: MAXIMIZING ORGANIZATIONAL EFFECTIVENESS, A COURSE IN

REQUISITES:

Training event not to exceed 18 hours. Each group approximates 20-35 managers.

DEFINITION:

This leadership program is an intensive course that is intended to enable managers to define effective leadership and to maximize the effectiveness of their organization.

GOALS:

This program is designed to provide decision makers with a format for identifying priorities, implementing structural change, reducing spending and allocating resources for maximum utilization. It will include strategies for increasing teamwork and motivation among your staff.

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 5
LEADERSHIP: MAXIMIZING ORGANIZATIONAL EFFECTIVENESS, A COURSE IN

ELSIE MARYLOU BALBAKY
Contract Manager: ELSIE MARYLOU BALBAKY
Telephone: (617) 354-8430

TRAINER: Marylou Balbaky 100.00 per hour MSA-ST3J502

==========

MARTYN L GALLAGHER
Contract Manager: MARTYN GALLAGHER
Telephone: (413) 596-8554

TRAINER: Martyn L Gallagher 100.00 per hour MSA-ST3J501

==========

SHARON O'NEILL
Contract Manager: SHARON O'NEILL
Telephone: (413) 323-5890

TRAINER: Sharon O'Neill 115.00 per hour MSA-ST3J501

==========

CHERYL CASPER
CASPER KAGAN TRAINERS
Contract Manager: DR. CHERYL P CASPER
Telephone: (617) 244-1024

TRAINER: Cheryl Casper 125.00 per hour MSA-ST3J502

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ROB ADAMS McKEAN
CHART COMMUNICATIONS
Contract Manager: ROB ADAMS McKEAN
Telephone: (617) 739-0947

TRAINER: Robert Carnegie 125.00 per hour MSA-ST3J502

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RICHARD P EVANS
MANAGEMENT COLLABORATIVE
Contract Manager: RICHARD P EVANS
Telephone: (617) 862-1290

TRAINER: Patricia McSweeney 110.00 per hour MSA-ST3J502

==========

KAREN WEINER
WEINER ASSOCIATIES
Contract Manager: KAREN WEINER
Telephone: (508) 393-7784

TRAINER: Karen Weiner 100.00 per hour MSA-ST3J502

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HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 5

LEADERSHIP: MAXIMIZING ORGANIZATIONAL EFFECTIVENESS, A COURSE IN

DAVIES GROUP
Contract Manager: RICHARD P KROPP, JR, ED.D.
Telephone: (603) 595-0007

TRAINER:	Joseph Bongiardina	100.00	per hour	MSA-ST3J502
TRAINER:	John Grausam	100.00	per hour	MSA-ST3J502
TRAINER:	Richard Kropp	100.00	per hour	MSA-ST3J502
TRAINER:	Craig Douglas Tengler	100.00	per hour	MSA-ST3J502

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FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER:	Jeanne McGuire	125.00	per hour	MSA-ST3J501

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ODC - ORGANIZATION DEVELOPMENT CONSULT.
Contract Manager: CARLOTTA REGAN TYLER
Telephone: (508) 887-9802

TRAINER:	Carlotta Regan Tyler	125.00	per hour	MSA-ST3J502

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A 6

NEGOTIATION SKILLS, A COURSE IN

REQUISITES:

Training event not to exceed 18 hours per manager and/or supervisor group. Each group approximates 20-35 managers and/or supervisors.

DEFINITION:

The ability to negotiate successfully is key to being effective in public sector management.

GOALS:

This seminar will provide managers and supervisors with a framework for developing and refining their negotiation skills. How does one negotiate so that all involved win? What are some successful negotiation strategies? When is negotiation an appropriate management tool? How do you analyze your options? Learn the key elements of negotiation in order to deal more effectively with the personnel, administrative, and public issues that face managers every day.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 6

NEGOTIATION SKILLS, A COURSE IN

WILLIAM J COUGHLIN
Contract Manager: WILLIAM J COUGHLIN
Telephone: (617) 566-0383

TRAINER:	William J Coughlin	125.00	per hour	MSA-ST3J501

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MARY L SHAPIRO
Contract Manager: MARY SHAPIRO
Telephone: (617) 828-8876

TRAINER:	Mary Shapiro	125.00	per hour	MSA-ST3J501

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MANAGEMENT RESOURCE ASSOCIATES
Contract Manager: ANN I McDONOUGH
Telephone: (617) 325-8820

TRAINER:	Ann McDonough	125.00	per hour	MSA-ST3J501

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MIT GROUP (MANAGEMENT INTERVENTION & TRAINING
Contract Manager: PRISCILLA GLIDDEN
Telephone: (617) 884-1999

TRAINER:	Priscilla Glidden	125.00	per hour	MSA-ST3J501

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POIRIER & ASSOCIATES
Contract Manager: JOHN POIRIER
Telephone: (508) 698-0598

TRAINER:	John Poirier	100.00	per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A 7

FINANCIAL MANAGEMENT, A COURSE IN

REQUISITES:

Training event not to exceed 12 hours. Each group approximates 20-35 managers/professionals.

DEFINITION:

This course is a general survey of financial terms and procedures commonly used in State government. It focuses on the knowledge and skills needed to understand the Commonwealth's operations.

GOALS:

This course focuses on the Massachusetts Accounting and Record-Keeping System and its relationship to financial management from a broad financial perspective.

HUMAN RESOURCE DEVELOPMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 123194 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 7

FINANCIAL MANAGEMENT, A COURSE IN

NO TRAINERS WERE AWARDED IN THIS SUBJECT

PLEASE CONTACT MARY O'NEIL AT DPA FOR ASSISTANCE
IN LOCATING APPROPRIATE TRAINERS

AND

SUBMIT AN MSA WAIVER REQUEST TO DPGS FOR THIS COURSE

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A 8

PUBLIC RELATIONS, A COURSE IN

REQUISITES:

Training event not to exceed 18 hours per manager group. Each group approximates 20-35 managers.

DEFINITION:

Effectively communicating with the media and the public can be key to a manager's success of their programs, and the future of the organization for which they work.

GOALS:

Learn how to celebrate the successes of an organization and achieve public service excellence. Techniques of communication and presentation will be covered as well as an in-depth look at how to communicate with the media in a way that is beneficial to the goals of the organization. The skills of building and maintaining community advocates and open lines of communication are central to this program. Creating satisfied citizens and customers for state government is the basic premise.

HUMAN RESOURCE DEVELOPMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 123194 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 8

PUBLIC RELATIONS, A COURSE IN

NO TRAINERS WERE AWARDED IN THIS SUBJECT

PLEASE CONTACT MARY O'NEIL AT DPA FOR ASSISTANCE
IN LOCATING APPROPRIATE TRAINERS

AND

SUBMIT AN MSA WAIVER REQUEST TO DPGS FOR THIS COURSE

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A 9

SPEED READING SKILLS, A COURSE IN

REQUISITES:

Training event not to exceed 20 hours per manager group. Each group approximates 20-35 managers.

DEFINITION:

Speed Reading skills can increase one's ability to keep informed about the many issues affecting public management decision making.

GOALS:

This workshop will show managers how to read everything they are expected to digest and still have time to get the job done. Designed to meet the precise needs of management, this course will use many relevant, high-interest reading selections to provide a dramatic increase in on-the-job reading speed and the ability to retain pertinent information.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A 9

SPEED READING SKILLS, A COURSE IN

WALLACE COYLE
E WALLACE COYLE ASSOCIATES
Contract Manager: E WALLACE COYLE
Telephone: (617) 659-2251

TRAINER:	E Wallace Coyle	125.00	per hour	MSA-ST3J501

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RICHARD P EVANS
MANAGEMENT COLLABORATIVE
Contract Manager: RICHARD P EVANS
Telephone: (617) 862-1290

TRAINER:	Richard P Evans	110.00	per hour	MSA-ST3J502
TRAINER:	Patricia McSweeney	110.00	per hour	MSA-ST3J502

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A10

MANAGING HUMAN RESOURCES, A COURSE

REQUISITES:

Training event not to exceed 18 hours. Each group approximates 20-35 participants.

DEFINITION:

This program will supply participants with critical ingredients needed to achieve maximum productivity in their unit from both a systems and interpersonal perspective.

GOALS:

This course will focus on the following concepts and skills: communication, the keys to motivation, employee development, and strategic Human Resource Development Planning. This will be presented within an overall theory of Human Resource Management and increased managerial effectiveness.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A10

MANAGING HUMAN RESOURCES, A COURSE

ELSIE MARYLOU BALBAKY
Contract Manager: ELSIE MARYLOU BALBAKY
Telephone: (617) 354-8430

TRAINER: Marylou Balbaky 100.00 per hour MSA-ST3J502

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CASEY HALL
Contract Manager: CASEY HALL
Telephone: (401) 722-3198

TRAINER: Casey Hall 110.00 per hour MSA-ST3J501

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RICHARD S JURALEWICZ
Contract Manager: DR. RICHARD JURALEWICZ
Telephone: (508) 852-2796

TRAINER: Richard Juralewicz 125.00 per hour MSA-ST3J502

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MITCHELL C KUR
Contract Manager: MITCHELL KUR
Telephone: (617) 232-7085

TRAINER: Mitchell C Kur 125.00 per hour MSA-ST3J502

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GEORGE F MAHONEY
Contract Manager: GEORGE MAHONEY
Telephone: (508) 342-6609

TRAINER: George Mahoney 125.00 per hour MSA-ST3J502

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ROB ADAMS McKEAN
CHART COMMUNICATIONS
Contract Manager: ROB ADAMS McKEAN
Telephone: (617) 739-0947

TRAINER: Robert Carnegie 125.00 per hour MSA-ST3J502

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JULIE BERNARDIN
J. B. CONSULTANT SERVICES
Contract Manager: JULIE BERNARDIN
Telephone: (617) 391-6056

TRAINER: Julie Bernardin 125.00 per hour MSA-ST3J502

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(course_2awd)

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A10

MANAGING HUMAN RESOURCES, A COURSE

RICHARD P EVANS
MANAGEMENT COLLABORATIVE
Contract Manager: RICHARD P EVANS
Telephone: (617) 862-1290

TRAINER:	Richard P Evans	110.00	per hour	MSA-ST3J502
TRAINER:	Patricia McSweeney	110.00	per hour	MSA-ST3J502

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RENE D PETRIN
MANAGEMENT MENTORS
Contract Manager: RENE D PETRIN
Telephone: (617) 789-4622

TRAINER:	Rene Petrin	125.00	per hour	MSA-ST3J501

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KAREN WEINER
WEINER ASSOCIATIES
Contract Manager: KAREN WEINER
Telephone: (508) 393-7784

TRAINER:	Karen Weiner	100.00	per hour	MSA-ST3J502

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ADAMS ASSOCIATES
Contract Manager: ELAINE ROSENBERG
Telephone: (617) 863-0267

TRAINER:	Elaine Rosenberg	120.00	per hour	MSA-ST3J502

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DAVIES GROUP
Contract Manager: RICHARD P KROPP, JR, ED.D.
Telephone: (603) 595-0007

TRAINER:	Joseph Bongiardina	100.00	per hour	MSA-ST3J502
TRAINER:	John Grausam	100.00	per hour	MSA-ST3J502
TRAINER:	Bryna Kaufman	100.00	per hour	MSA-ST3J502

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MARTHA LOSS & ASSOCIATES
Contract Manager: MARTHA LOSS
Telephone: (617) 965-1127

TRAINER:	Martha Loss	120.00	per hour	MSA-ST3J502

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A11

CAREER DEVELOPMENT/OUTPLACEMENT STRATEGIES

REQUISITES:

Training event not to exceed 18 hours. Each group approximates 20-35 participants.

DEFINITION:

As agencies streamline their organizations and opportunities for advancement are reduced, it is critical for people to find new avenues for career satisfaction; in some cases, outside the organization.

GOALS:

This program will train participants in basic career development theory and career planning skills. It will present concepts for developing a career planning system for an agency and strategies to motivate employee participation in career development activity. Techniques for job enrichment for all levels of employees will be included as well as an emphasis on out-placement if appropriate.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A11

CAREER DEVELOPMENT/OUTPLACEMENT STRATEGIES

DEBORA S BLOOM
DEBORA BLOOM ASSOCIATES
Contract Manager: DEBORA S BLOOM
Telephone: (617) 965-6808

TRAINER:	Debora Bloom	125.00	per hour	MSA-ST3J501

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SUSAN K GRAY
KOHLER-GRAY MANAGEMENT CONSULTANTS
Contract Manager: SUSAN KOHLER-GRAY
Telephone: (413) 584-6747

TRAINER:	Susan Kohler-Gray	120.00	per hour	MSA-ST3J501

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RENE D PETRIN
MANAGEMENT MENTORS
Contract Manager: RENE D PETRIN
Telephone: (617) 789-4622

TRAINER:	Rene Petrin	125.00	per hour	MSA-ST3J501

==========

CAREER DEVELOPMENT & COUNSELING SERVICES
Contract Manager: EDWARD COLOZZI
Telephone: (617) 721-1200

TRAINER:	Edward A Colozzi	125.00	per hour	MSA-ST3J501

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FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER:	Jeanne McGuire	125.00	per hour	MSA-ST3J501

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GARDNER YENAWINE & ASSOCIATES
Contract Manager: GARDNER YENAWINE, ED.D.
Telephone: (617) 484-9280

TRAINER:	Gardner Yenawine	110.00	per hour	MSA-ST3J501

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MIT GROUP (MANAGEMENT INTERVENTION & TRAINING
Contract Manager: PRISCILLA GLIDDEN
Telephone: (617) 884-1999

TRAINER:	Barbara Hyle	125.00	per hour	MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A11

CAREER DEVELOPMENT/OUTPLACEMENT STRATEGIES

STUDLEY & ASSOCIATES
Contract Manager: FRED M STUDLEY
Telephone: (617) 356-4601

TRAINER:	Bryna Kaufman	105.00	per hour	MSA-ST3J501
TRAINER:	Jerome Sands	105.00	per hour	MSA-ST3J501
TRAINER:	Fred M Studley	105.00	per hour	MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A12

TQM: TOTAL QUALITY MANAGEMENT, OVERVIEW OF

REQUISITES:

Training event not to exceed 12 hours per management group. Each group approximates 20-35 managers.

DEFINITION:

This course is based on W. Edward Deming's theory for quality management which is the approved approach that the Commonwealth Quality Improvement Council is implementing in Massachusetts.

GOALS:

Participants will explore what it means to be customer focused and how to realign agency processes to meet the needs and expectations of customers. Skills will be developed in "systems thinking" and structured problem solving. Participants will leave the course with an understanding of the transformation needed to create a total quality organization.

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A12
TQM: TOTAL QUALITY MANAGEMENT, OVERVIEW OF

ELSIE MARYLOU BALBAKY
Contract Manager: ELSIE MARYLOU BALBAKY
Telephone: (617) 354-8430

TRAINER:	Marylou Balbaky	100.00 per hour	MSA-ST3J502

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RICHARD S JURALEWICZ
Contract Manager: DR. RICHARD JURALEWICZ
Telephone: (508) 852-2796

TRAINER:	Richard Juralewicz	125.00 per hour	MSA-ST3J502

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CHERYL CASPER
CASPER KAGAN TRAINERS
Contract Manager: DR. CHERYL P CASPER
Telephone: (617) 244-1024

TRAINER:	Cheryl Casper	125.00 per hour	MSA-ST3J502

==========

CAROL RINEHART
CHRYSALIS CONSULTING GROUP
Contract Manager: CAROL RINEHART
Telephone: (617) 484-6132

TRAINER:	Douglas Renick	125.00 per hour	MSA-ST3J502

==========

DAVIES GROUP
Contract Manager: RICHARD P KROPP, JR, ED.D.
Telephone: (603) 595-0007

TRAINER:	Joseph Bongiardina	100.00 per hour	MSA-ST3J502
TRAINER:	John Grausam	100.00 per hour	MSA-ST3J502
TRAINER:	Richard Kropp	100.00 per hour	MSA-ST3J502
TRAINER:	Craig Douglas Tengler	100.00 per hour	MSA-ST3J502

==========

FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER:	Jeanne McGuire	125.00 per hour	MSA-ST3J501

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MANAGEMENT RESOURCE ASSOCIATES
Contract Manager: ANN I McDONOUGH
Telephone: (617) 325-8820

TRAINER:	Ann McDonough	125.00 per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A12

TQM: TOTAL QUALITY MANAGEMENT, OVERVIEW OF

MOR ASSOCIATES
Contract Manager: BRIAN McDONALD
Telephone: (617) 924-4501

TRAINER:	Brian McDonald	125.00 per hour	MSA-ST3J502

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QUALITY NETWORK INC
Contract Manager: RICHARD BARBIERI
Telephone: (508) 486-0010

TRAINER:	Richard Barbieri	100.00 per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A13

TQM: TEAM DYNAMICS

REQUISITES:

Training event not to exceed 12 hours per management group. Each group approximates 20-35 managers.

DEFINITION:

People working together to accomplish a common goal are a team. Without a goal teamwork does not exist.

GOALS:

Participants in this course will understand the dynamics which accompany project team development as it relates to the accomplishments of a total quality management project. Participants will learn the stages of group development: "forming, storming, norming, and performing." Participants will begin the course by clarifying their process improvement opportunity. Process skills and problem solving will be presented through simulations, role play and other group activities.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A13

TQM: TEAM DYNAMICS

WILLIAM J COUGHLIN
Contract Manager: WILLIAM J COUGHLIN
Telephone: (617) 566-0383

TRAINER:	William J Coughlin	125.00	per hour	MSA-ST3J501

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MARTYN L GALLAGHER
Contract Manager: MARTYN GALLAGHER
Telephone: (413) 596-8554

TRAINER:	Martyn L Gallagher	100.00	per hour	MSA-ST3J501

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KAREN R YOUNG
KRY TRAINING ASSOCIATES
Contract Manager: KAREN YOUNG
Telephone: (603) 437-3875

TRAINER:	Karen Young	125.00	per hour	MSA-ST3J501

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JAY W VOGT
PEOPLESWORTH
Contract Manager: JAY W VOGT
Telephone: (617) 327-1636

TRAINER:	Jay Vogt	125.00	per hour	MSA-ST3J501

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FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER:	Crystell Anthony	125.00	per hour	MSA-ST3J501
TRAINER:	Jeanne McGuire	125.00	per hour	MSA-ST3J501

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MANAGEMENT RESOURCE ASSOCIATES
Contract Manager: ANN I McDONOUGH
Telephone: (617) 325-8820

TRAINER:	Ann McDonough	125.00	per hour	MSA-ST3J501

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POIRIER & ASSOCIATES
Contract Manager: JOHN POIRIER
Telephone: (508) 698-0598

TRAINER:	John Poirier	100.00	per hour	MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A13

TQM: TEAM DYNAMICS

QUALITY NETWORK INC
Contract Manager: RICHARD BARBIERI
Telephone: (508) 486-0010

TRAINER:	Richard Barbieri	100.00 per hour	MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A14

TQM: PROBLEM SOLVING

REQUISITES:

Training event not to exceed 18 hours. Each group approximates 20-35 managers.

DEFINITION:

This course will focus on The 7-Step Improvement Process and the "Plan-Do-Check-Act" Cycle (Shewhart Cycle) as structured problem solving techniques.

GOALS:

Participants will learn how to solve problems in a TQM environment. A simulation will allow participants to practice quantitative and qualitative methods for continuous improvement. Related tools and techniques to understand customers will also be taught.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A14

TQM: PROBLEM SOLVING

ELSIE MARYLOU BALBAKY
Contract Manager: ELSIE MARYLOU BALBAKY
Telephone: (617) 354-8430

TRAINER:	Marylou Balbaky	100.00 per hour	MSA-ST3J502

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RICHARD S JURALEWICZ
Contract Manager: DR. RICHARD JURALEWICZ
Telephone: (508) 852-2796

TRAINER:	Richard Juralewicz	125.00 per hour	MSA-ST3J502

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CHERYL CASPER
CASPER KAGAN TRAINERS
Contract Manager: DR. CHERYL P CASPER
Telephone: (617) 244-1024

TRAINER:	Cheryl Casper	125.00 per hour	MSA-ST3J502

==========

CAROL RINEHART
CHRYSALIS CONSULTING GROUP
Contract Manager: CAROL RINEHART
Telephone: (617) 484-6132

TRAINER:	Douglas Renick	125.00 per hour	MSA-ST3J502

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SUSAN K GRAY
KOHLER-GRAY MANAGEMENT CONSULTANTS
Contract Manager: SUSAN KOHLER-GRAY
Telephone: (413) 584-6747

TRAINER:	Susan Kohler-Gray	120.00 per hour	MSA-ST3J501

==========

DAVIES GROUP
Contract Manager: RICHARD P KROPP, JR, ED.D.
Telephone: (603) 595-0007

TRAINER:	Richard Kropp	100.00 per hour	MSA-ST3J502
TRAINER:	Craig Douglas Tengler	100.00 per hour	MSA-ST3J502

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MANAGEMENT RESOURCE ASSOCIATES
Contract Manager: ANN I McDONOUGH
Telephone: (617) 325-8820

TRAINER:	Ann McDonough	125.00 per hour	MSA-ST3J501

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(course 2awd)

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A14

TQM: PROBLEM SOLVING

MOR ASSOCIATES
Contract Manager: BRIAN McDONALD
Telephone: (617) 924-4501

TRAINER:	Brian McDonald	125.00	per hour	MSA-ST3J502

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QUALITY NETWORK INC
Contract Manager: RICHARD BARBIERI
Telephone: (508) 486-0010

TRAINER:	Richard Barbieri	100.00	per hour	MSA-ST3J501

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(course 2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

MANAGEMENTCOURSE NO: A15

TQM: ADVANCED TQM IMPLEMENTATION

REQUISITES:

Training event not to exceed 12 hours. Each group approximates 20-35 managers.

DEFINITION:

This course will concentrate on creating a customer-focused organization and the steps which management must follow.

GOALS:

Participants will learn how to select TQM projects which advance the purpose of their agency. They will also learn how to identify barriers to quality and how to break down barriers. Participants will leave the workshop with a plan to align key policies, procedures, performance and communications. Skills in "benchmarking" and customer mapping will be practiced.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

MANAGEMENT COURSE NO.: A15

TQM: ADVANCED TQM IMPLEMENTATION

ELSIE MARYLOU BALBAKY
Contract Manager: ELSIE MARYLOU BALBAKY
Telephone: (617) 354-8430

TRAINER:	Marylou Balbaky	100.00 per hour	MSA-ST3J502

==========

RICHARD S JURALEWICZ
Contract Manager: DR. RICHARD JURALEWICZ
Telephone: (508) 852-2796

TRAINER:	Richard Juralewicz	125.00 per hour	MSA-ST3J502

==========

FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER:	Jeanne McGuire	125.00 per hour	MSA-ST3J501

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MANAGEMENT RESOURCE ASSOCIATES
Contract Manager: ANN I McDONOUGH
Telephone: (617) 325-8820

TRAINER:	Ann McDonough	125.00 per hour	MSA-ST3J501

==========

MOR ASSOCIATES
Contract Manager: BRIAN McDONALD
Telephone: (617) 924-4501

TRAINER:	Brian McDonald	125.00 per hour	MSA-ST3J502

==========

QUALITY NETWORK INC
Contract Manager: RICHARD BARBIERI
Telephone: (508) 486-0010

TRAINER:	Richard Barbieri	100.00 per hour	MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B 1

ORIENTATION & SKILLS TRAINING ON EPRS FOR NON-MANAGERIAL EMPLOYEES

REQUISITES:

Training event not to exceed 12 hours. Each group approximates 20-35 participants.

DEFINITION:

The Commonwealth of Massachusetts' Employee Performance Review System (EPRS) is a performance evaluation system designed to promote clear communication between employees and their supervisors. This system looks at job expectations and how employees meet those expectations, and when necessary, what can be done to improve job performance. This system also provides a formal opportunity to recognize and to reward job performance, and to plan professional development.

GOALS:

This program provides training on the major components of the Employee Performance Review System (EPRS): the EPRS cycle and forms, establishing primary job duties and performance criteria, effective communication skills, evaluating performance, conducting performance meetings, assigning ratings and employee career planning. Policy and implementation procedures as well as the role of the reviewer will also be discussed.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 1

ORIENTATION & SKILLS TRAINING ON EPRS FOR NON-MANAGERIAL EMPLOYEES

PAMELA KRISTAN
Contract Manager: PAMELA KRISTAN
Telephone: (617) 265-6831

TRAINER:	Pamela Kristan	100.00 per hour	MSA-ST3J501

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FRANCINE J CRYSTAL
OPPORTUNITY MANAGEMENT
Contract Manager: FRANCINE CRYSTAL
Telephone: (617) 327-0309

TRAINER:	Francine Crystal	100.00 per hour	MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B 2

MAKING THE TRANSITION TO MANAGEMENT, A COURSE IN

REQUISITES:

Training event not to exceed 18 hours. Each group approximates 20-35 participants.

DEFINITION:

This program is for employees promoted to management or employees who are considering a move into management.

GOALS:

This workshop will give participants the fundamentals of the management process in order to promote self-confidence and improve management techniques. It will look at the difference between supervision and management. Participants will be able to define their role as managers; learn to create a cooperative team; and avoid the pitfalls that often plague new managers. The skills of making a successful transition from employee to manager, how to begin the new job most effectively and build trust and credibility quickly will be discussed and practiced.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 2

MAKING THE TRANSITION TO MANAGEMENT, A COURSE IN

WILLIAM J COUGHLIN
Contract Manager: WILLIAM J COUGHLIN
Telephone: (617) 566-0383

TRAINER: William J Coughlin 125.00 per hour MSA-ST3J501

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JANET L SMALLWOOD
Contract Manager: JANET L SMALLWOOD
Telephone: (617) 471-8138

TRAINER: Janet Smallwood 125.00 per hour MSA-ST3J501

==========

WALLACE COYLE
E WALLACE COYLE ASSOCIATES
Contract Manager: E WALLACE COYLE
Telephone: (617) 659-2251

TRAINER: E Wallace Coyle 125.00 per hour MSA-ST3J501

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LAWRENCE J DOYLE
THE HUMAN FACTOR
Contract Manager: LAWRENCE DOYLE
Telephone: (508) 534-3376

TRAINER: Lawrence Doyle 120.00 per hour MSA-ST3J501

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COPWOOD ASSOCIATES INC
Contract Manager: LOUISE COOPER
Telephone: (914) 485-2255

TRAINER: Louise Cooper 125.00 per hour MSA-ST3J501

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HUMAN RESOURCE SYSTEMS FOR PRODUCTIVITY
Contract Manager: ASSUNTA YOUNG
Telephone: (508) 443-4293

TRAINER: Assunta Young 125.00 per hour MSA-ST3J501

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MIT GROUP (MANAGEMENT INTERVENTION & TRAINING
Contract Manager: PRISCILLA GLIDDEN
Telephone: (617) 884-1999

TRAINER: Priscilla Glidden 125.00 per hour MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B 3

TECHNIQUES OF SUPERVISION, A COURSE IN THE

REQUISITES:

Training event not to exceed 30 hours per supervisor group. Each group approximates 20-35 first-line or prospective supervisors.

DEFINITION:

This course is designed for first-line supervisors and prospective supervisors as an introduction to basic supervisory principles.

GOALS:

A combination of lecture, group exercises and role play will be used to enhance the learning experience of the participants. The focus of the program is to enable participants to build their skills and learn how to effectively use them in the variety of situations they face on the job. Topics include: leadership, communication, delegation, problem solving, performance evaluation and conflict management.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 3

TECHNIQUES OF SUPERVISION, A COURSE IN THE

WILLIAM J COUGHLIN
Contract Manager: WILLIAM J COUGHLIN
Telephone: (617) 566-0383

TRAINER: William J Coughlin 125.00 per hour MSA-ST3J501

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MARTYN L GALLAGHER
Contract Manager: MARTYN GALLAGHER
Telephone: (413) 596-8554

TRAINER: Martyn L Gallagher 100.00 per hour MSA-ST3J501

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CASEY HALL
Contract Manager: CASEY HALL
Telephone: (401) 722-3198

TRAINER: Casey Hall -ST3J501

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SHARON O'NEILL
Contract Manager: SHARON O'NEILL
Telephone: (413) 323-5890

TRAINER: Sharon O'Neill

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MARY L SHAPIRO
Contract Manager: MA
Telephone: (617

TRAINER: A-ST3J501

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JANET L S
Contract Mar
Telephone:

TRAINER: Jane r hour MSA-ST3J501

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WALLACE COYLE
E WALLACE COYLE ASSOCIAT
Contract Manager: E WALLACE C
Telephone: (617) 659-2251

TRAINER: E Wallace Coyle 125.00 per hour MSA-ST3J501

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SUSAN K GRAY
KOHLER-GRAY MANAGEMENT CONSULTANTS
Contract Manager: SUSAN KOHLER-GRAY
Telephone: (413) 584-6747

TRAINER: Susan Kohler-Gray 120.00 per hour MSA-ST3J501

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 3

TECHNIQUES OF SUPERVISION, A COURSE IN THE

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FRANCINE J CRYSTAL
OPPORTUNITY MANAGEMENT
Contract Manager: FRANCINE CRYSTAL
Telephone: (617) 327-0309

TRAINER:	Francine Crystal	100.00 per hour	MSA-ST3J501

==========

LAWRENCE J DOYLE
THE HUMAN FACTOR
Contract Manager: LAWRENCE DOYLE
Telephone: (508) 534-3376

TRAINER:	Lawrence Doyle	120.00 per hour	MSA-ST3J501

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FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER:	Crystell Anthony	125.00 per hour	MSA-ST3J501

==========

HUMAN RESOURCE SYSTEMS FOR PRODUCTIVITY
Contract Manager: ASSUNTA YOUNG
Telephone: (508) 443-4293

TRAINER:	Assunta Young	125.00 per hour	MSA-ST3J501

==========

MIT GROUP (MANAGEMENT INTERVENTION & TRAINING
Contract Manager: PRISCILLA GLIDDEN
Telephone: (617) 884-1999

TRAINER:	Priscilla Glidden	115.00 per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B 4

PROFESSIONAL DEVELOPMENT FOR SUPPORT STAFF, A COURSE IN

REQUISITES:

Training event not to exceed 18 hours. Each group approximates 20-35 participants.

DEFINITION:

The ability of support staff to make a professional contribution to the organization is a critical need.

GOALS:

This program will provide clerical/support staff with training to increase their skills, professionalism and career advancement. It will emphasize the value of the work they do and provide training on verbal and written communication, assertiveness, motivation, time management and supervising others.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 4

PROFESSIONAL DEVELOPMENT FOR SUPPORT STAFF, A COURSE IN

MARY L SHAPIRO
Contract Manager: MARY SHAPIRO
Telephone: (617) 828-8876

TRAINER:	Mary Shapiro	125.00	per hour	MSA-ST3J501

==========

FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER:	Crystell Anthony	125.00	per hour	MSA-ST3J501
TRAINER:	Lydia Leacock Schaeffer	125.00	per hour	MSA-ST3J501

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KATHLEEN FLETCHER & ASSOCIATES
Contract Manager: KATHLEEN M FLETCHER
Telephone: (508) 697-3489

TRAINER:	Kathleen Fletcher	125.00	per hour	MSA-ST3J501

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MIT GROUP (MANAGEMENT INTERVENTION & TRAINING
Contract Manager: PRISCILLA GLIDDEN
Telephone: (617) 884-1999

TRAINER:	Barbara Hyle	110.00	per hour	MSA-ST3J501

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OFFICE DIRECTIONS
Contract Manager: JEAN VERZOLA-HENRY
Telephone: (508) 475-7852

TRAINER:	Jean Verzola-Henry	95.00	per hour	MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B 5

MOTIVATION, A COURSE IN

REQUISITES:

Training event not to exceed 18 hours per manager group. Each group approximates 20-35 participants.

DEFINITION:

An increase in employee motivation and morale results in higher levels of both productivity and quality of work life.

GOALS:

Participants will learn specific techniques to increase individual motivation and team productivity in a variety of work-related situations. The skills the participants will learn include: effective communication; goal and priority identification; work assignments; and, task redesign. Creative techniques for rewarding the performance of individuals in state government will be discussed.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 5

MOTIVATION, A COURSE IN

LAWRENCE J DOYLE
THE HUMAN FACTOR
Contract Manager: LAWRENCE DOYLE
Telephone: (508) 534-3376

TRAINER:	Lawrence Doyle	120.00	per hour	MSA-ST3J501

==========

COPWOOD ASSOCIATES INC
Contract Manager: LOUISE COOPER
Telephone: (914) 485-2255

TRAINER:	Louise Cooper	125.00	per hour	MSA-ST3J501

==========

HUMAN RESOURCE SYSTEMS FOR PRODUCTIVITY
Contract Manager: ASSUNTA YOUNG
Telephone: (508) 443-4293

TRAINER:	Assunta Young	125.00	per hour	MSA-ST3J501

==========

MIT GROUP (MANAGEMENT INTERVENTION & TRAINING
Contract Manager: PRISCILLA GLIDDEN
Telephone: (617) 884-1999

TRAINER:	Priscilla Glidden	110.00	per hour	MSA-ST3J501
TRAINER:	Barbara Hyle	110.00	per hour	MSA-ST3J501

==========

POIRIER & ASSOCIATES
Contract Manager: JOHN POIRIER
Telephone: (508) 698-0598

TRAINER:	John Poirier	100.00	per hour	MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B 6

WORKING WITH A CULTURALLY DIVERSE WORKFORCE, A COURSE IN

REQUISITES:

Training event not to exceed 12 hours. Each group approximates 20-35 participants.

DEFINITION:

As the workforce becomes increasingly diverse, the effective organization will make adjustments and gain an advantage.

GOALS:

This program will examine the issues of cultural diversity in the workplace. It is more than a sensitivity course; this program will help participants gain the understanding and skills necessary to obtain a wider range of problem solving skills and to communicate flexibility, and learn tools for managing workplace diversity.

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 6
WORKING WITH A CULTURALLY DIVERSE WORKFORCE, A COURSE IN

SADIE BURTON-GOSS
Contract Manager: SADIE BURTON-GOSS
Telephone: (617) 361-7886

TRAINER:	Sadie Burton-Goss	120.00 per hour	MSA-ST3J501

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GEORGE F MAHONEY
Contract Manager: GEORGE MAHONEY
Telephone: (508) 342-6609

TRAINER:	George Mahoney	125.00 per hour	MSA-ST3J502

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SRINIVASAN UMAPATHY
ANDOVER CONSULTING & TRAINING
Contract Manager: SRINIVASAN UMAPATHY
Telephone: (508) 689-9240

TRAINER:	Srinivasan Umapathy	120.00 per hour	MSA-ST3J502

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SHARON B WASHINGTON
BFD ASSOCIATES
Contract Manager: SHARON WASHINGTON
Telephone: (603) 434-7026

TRAINER:	Sharon Bueno Washington	85.00 per hour	MSA-ST3J501

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CAROL RINEHART
CHRYSALIS CONSULTING GROUP
Contract Manager: CAROL RINEHART
Telephone: (617) 484-6132

TRAINER:	Carol Rinehart	125.00 per hour	MSA-ST3J502
TRAINER:	Robert N Wallace	125.00 per hour	MSA-ST3J502

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DEBORA S BLOOM
DEBORA BLOOM ASSOCIATES
Contract Manager: DEBORA S BLOOM
Telephone: (617) 965-6808

TRAINER:	Debora Bloom	125.00 per hour	MSA-ST3J501

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RICHARD P EVANS
MANAGEMENT COLLABORATIVE
Contract Manager: RICHARD P EVANS
Telephone: (617) 862-1290

TRAINER:	Richard P Evans	110.00 per hour	MSA-ST3J502
TRAINER:	Patricia McSweeney	110.00 per hour	MSA-ST3J502

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HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 6

WORKING WITH A CULTURALLY DIVERSE WORKFORCE, A COURSE IN

KAREN WEINER
WEINER ASSOCIATIES
Contract Manager: KAREN WEINER
Telephone: (508) 393-7784

TRAINER: Karen Weiner 100.00 per hour MSA-ST3J502

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AARON LOWERY & ASSOCIATES
Contract Manager: AARON LOWERY
Telephone: (313) 557-9587

TRAINER: Aaron Lowery 125.00 per hour MSA-ST3J502

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FOSTER ASSOCIATES
Contract Manager: JOYCE FOSTER
Telephone: (617) 524-2787

TRAINER: Joyce Foster 125.00 per hour MSA-ST3J502

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KILMARTIN COMPANY INC
Contract Manager: KAREN KILMARTIN
Telephone: (508) 369-1784

TRAINER: Karen Kilmartin 124.00 per hour MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B 7

COMMUNICATION SKILLS, A COURSE IN

REQUISITES:

Training event not to exceed 12 hours. Each group approximates 20-35 participants.

DEFINITION:

Effective communications is a learned skill and basic to an organization's ability to function well.

GOALS:

Participants will examine issues and develop skills critical to effective communication. They will develop an understanding of the impact of communication on work performance and on the environment of the office. Topics will include: active listening, identifying barriers, conflict resolution, problem solving and feedback. A variety of instructional techniques will be used including assessment instruments, lecture, discussion and role play.

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 7
COMMUNICATION SKILLS, A COURSE IN

CASEY HALL
Contract Manager: CASEY HALL
Telephone: (401) 722-3198

TRAINER: Casey Hall 110.00 per hour MSA-ST3J501

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SHARON O'NEILL
Contract Manager: SHARON O'NEILL
Telephone: (413) 323-5890

TRAINER: Sharon O'Neill 115.00 per hour MSA-ST3J501

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REGGIE ODOM
Contract Manager: REGGIE ODOM
Telephone: (617) 923-3593

TRAINER: Reggie Odom 110.00 per hour MSA-ST3J501

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MARY L SHAPIRO
Contract Manager: MARY SHAPIRO
Telephone: (617) 828-8876

TRAINER: Mary Shapiro 125.00 per hour MSA-ST3J501

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JANET L SMALLWOOD
Contract Manager: JANET L SMALLWOOD
Telephone: (617) 471-8138

TRAINER: Janet Smallwood 125.00 per hour MSA-ST3J501

==========

DEBORA S BLOOM
DEBORA BLOOM ASSOCIATES
Contract Manager: DEBORA S BLOOM
Telephone: (617) 965-6808

TRAINER: Debora Bloom 125.00 per hour MSA-ST3J501

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KAREN R YOUNG
KRY TRAINING ASSOCIATES
Contract Manager: KAREN YOUNG
Telephone: (603) 437-3875

TRAINER: Karen Young 125.00 per hour MSA-ST3J501

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HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 7

COMMUNICATION SKILLS, A COURSE IN

FRANCINE J CRYSTAL
OPPORTUNITY MANAGEMENT
Contract Manager: FRANCINE CRYSTAL
Telephone: (617) 327-0309

TRAINER: Francine Crystal 100.00 per hour MSA-ST3J501

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COPWOOD ASSOCIATES INC
Contract Manager: LOUISE COOPER
Telephone: (914) 485-2255

TRAINER: Louise Cooper 125.00 per hour MSA-ST3J501

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FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER: Crystell Anthony 125.00 per hour MSA-ST3J501

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GARDNER YENAWINE & ASSOCIATES
Contract Manager: GARDNER YENAWINE, ED.D.
Telephone: (617) 484-9280

TRAINER: Gardner Yenawine 110.00 per hour MSA-ST3J501

==========

KATHLEEN FLETCHER & ASSOCIATES
Contract Manager: KATHLEEN M FLETCHER
Telephone: (508) 697-3489

TRAINER: Kathleen Fletcher 125.00 per hour MSA-ST3J501

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POIRIER & ASSOCIATES
Contract Manager: JOHN POIRIER
Telephone: (508) 698-0598

TRAINER: John Poirier 100.00 per hour MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B 8

WRITING SKILLS, A COURSE IN

REQUISITES:

Training event not to exceed 18 hours. Each group approximates 15-25 participants.

DEFINITION:

This program can be taught at either the basic or advanced level or emphasize business writing.

GOALS:

a. BASIC: In an interactive, workshop format, the seminar will identify the eight parts of speech, explain the logic behind sentence structures, and review punctuation rules and grammar. The seminar will also offer guidelines in handling abbreviations and numbers in text and instruct participants in useful proofreading techniques. A portion of the seminar time will be devoted to helping participants acquire the confidence to undertake short on-the-job writing assignments.

b. ADVANCED: Many people have difficulty expressing themselves in clear and concise language. This seminar will provide participants with the skills necessary to produce clear writing with confidence. This includes: how to get started; drafts; organizing your information; selecting and prioritizing what will be presented; and writing clear, direct, and understandable sentences.

c. BUSINESS WRITING, LETTERS AND MEMO: This program is designed to enhance the participants ability to communicate in clear, concise, and effective business language. It will provide training on writing letters and memos that state the message clearly, command attention, compel action and create a winning impression. It is not for individuals who have difficulty with basic writing skills.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 8

WRITING SKILLS, A COURSE IN

JANET L SMALLWOOD
Contract Manager: JANET L SMALLWOOD
Telephone: (617) 471-8138

TRAINER:	Janet Smallwood	125.00	per hour	MSA-ST3J501

==========

ROB ADAMS McKEAN
CHART COMMUNICATIONS
Contract Manager: ROB ADAMS McKEAN
Telephone: (617) 739-0947

TRAINER:	Rob Adams McKean	125.00	per hour	MSA-ST3J501

==========

WALLACE COYLE
E WALLACE COYLE ASSOCIATES
Contract Manager: E WALLACE COYLE
Telephone: (617) 659-2251

TRAINER:	E Wallace Coyle	125.00	per hour	MSA-ST3J501

==========

KENNETH W MIRVIS
THE WRITING COMPANY
Contract Manager: KENNETH MIRVIS, Ed.D.
Telephone: (617) 924-7122

TRAINER:	Kenneth Mirvis	120.00	per hour	MSA-ST3J501

==========

KATHLEEN FLETCHER & ASSOCIATES
Contract Manager: KATHLEEN M FLETCHER
Telephone: (508) 697-3489

TRAINER:	Kathleen Fletcher	125.00	per hour	MSA-ST3J501

==========

KILMARTIN COMPANY INC
Contract Manager: KAREN KILMARTIN
Telephone: (508) 369-1784

TRAINER:	Evelyn Folino	122.00	per hour	MSA-ST3J501
TRAINER:	Denis Jenssen	122.00	per hour	MSA-ST3J501
TRAINER:	Penny Kates	122.00	per hour	MSA-ST3J501
TRAINER:	Karen Kilmartin	122.00	per hour	MSA-ST3J501

==========

OFFICE DIRECTIONS
Contract Manager: JEAN VERZOLA-HENRY
Telephone: (508) 475-7852

TRAINER:	Jean Verzola-Henry	95.00	per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B 9

PUBLIC SPEAKING/PRESENTATION SKILLS, A COURSE IN

REQUISITES:

Training events not to exceed 18 hours. Each group approximates 15-25 participants.

DEFINITION:

Speaking publicly is part of many jobs in the public sector.

GOALS:

This course will focus on improving skills in delivering accurate, concise, and persuasive messages, whether they be for a formal presentation or a daily part of your responsibility. Practice and feedback will allow participants to identify their communication strengths and weaknesses. Course content includes: organization, audience analysis, handling questions, dealing with stress, verbal and non-verbal communication.

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B 9
PUBLIC SPEAKING/PRESENTATION SKILLS, A COURSE IN

MARY L SHAPIRO
Contract Manager: MARY SHAPIRO
Telephone: (617) 828-8876

TRAINER: Mary Shapiro 125.00 per hour MSA-ST3J501

==========

ROB ADAMS McKEAN
CHART COMMUNICATIONS
Contract Manager: ROB ADAMS McKEAN
Telephone: (617) 739-0947

TRAINER: Rob Adams McKean 125.00 per hour MSA-ST3J501

==========

KAREN R YOUNG
KRY TRAINING ASSOCIATES
Contract Manager: KAREN YOUNG
Telephone: (603) 437-3875

TRAINER: Karen Young 125.00 per hour MSA-ST3J501

==========

JAY W VOGT
PEOPLESWORTH
Contract Manager: JAY W VOGT
Telephone: (617) 327-1636

TRAINER: Jay Vogt 125.00 per hour MSA-ST3J501

==========

LAWRENCE J DOYLE
THE HUMAN FACTOR
Contract Manager: LAWRENCE DOYLE
Telephone: (508) 534-3376

TRAINER: Lawrence Doyle 120.00 per hour MSA-ST3J501

==========

FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER: Crystell Anthony 125.00 per hour MSA-ST3J501

==========

KATHLEEN FLETCHER & ASSOCIATES
Contract Manager: KATHLEEN M FLETCHER
Telephone: (508) 697-3489

TRAINER: Kathleen Fletcher 125.00 per hour MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B10

ASSERTIVENESS TRAINING, A COURSE IN

REQUISITES:

Training event not to exceed 6 hours. Each group approximates 20-35 employees.

DEFINITION:

Being assertive on the job results in increased self-esteem and improved working relationships.

GOALS:

Participants will learn how to stand-up for their own rights without denying the right of others and how to turn self-defeating behaviors into productive assertions. The seminar will explore the ways participants deal with others, look at culturally learned responses and examine personal obstacles to assertiveness.

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B10
ASSERTIVENESS TRAINING, A COURSE IN

CASEY HALL
Contract Manager: CASEY HALL
Telephone: (401) 722-3198

TRAINER: Casey Hall 110.00 per hour MSA-ST3J501

==========

REGGIE ODOM
Contract Manager: REGGIE ODOM
Telephone: (617) 923-3593

TRAINER: Reggie Odom 110.00 per hour MSA-ST3J501

==========

SHARON B WASHINGTON
BFD ASSOCIATES
Contract Manager: SHARON WASHINGTON
Telephone: (603) 434-7026

TRAINER: Sharon Bueno Washington 85.00 per hour MSA-ST3J501

==========

JAY W VOGT
PEOPLESWORTH
Contract Manager: JAY W VOGT
Telephone: (617) 327-1636

TRAINER: Jay Vogt 125.00 per hour MSA-ST3J501

==========

COPWOOD ASSOCIATES INC
Contract Manager: LOUISE COOPER
Telephone: (914) 485-2255

TRAINER: Louise Cooper 125.00 per hour MSA-ST3J501

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FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER: Lydia Leacock Schaeffer 125.00 per hour MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B11

PRODUCTIVE TIME MANAGEMENT

REQUISITES:

Training event not to exceed 6 hours. Each group approximates 20-35 employees.

DEFINITION:

Time management and priority goal setting are issues for everyone in the work place.

GOALS:

This one-day seminar will provide employees with hands-on, practical techniques which help them to do their job more effectively and efficiently. Participants will: review the basics of time management techniques; learn how to avoid procrastination and time wasters; see how managing time assertively prevents over commitment; understand and learn to cope with interruptions and paper build-up; and develop strategies to apply new techniques on-the-job.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B11

PRODUCTIVE TIME MANAGEMENT

PAMELA KRISTAN
Contract Manager: PAMELA KRISTAN
Telephone: (617) 265-6831

TRAINER: Pamela Kristan 100.00 per hour MSA-ST3J502

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JANET L SMALLWOOD
Contract Manager: JANET L SMALLWOOD
Telephone: (617) 471-8138

TRAINER: Janet Smallwood 125.00 per hour MSA-ST3J501

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ROB ADAMS McKEAN
CHART COMMUNICATIONS
Contract Manager: ROB ADAMS McKEAN
Telephone: (617) 739-0947

TRAINER: Robert Carnegie 125.00 per hour MSA-ST3J502

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JULIE BERNARDIN
J. B. CONSULTANT SERVICES
Contract Manager: JULIE BERNARDIN
Telephone: (617) 391-6056

TRAINER: Julie Bernardin 125.00 per hour MSA-ST3J502

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FRANCINE J CRYSTAL
OPPORTUNITY MANAGEMENT
Contract Manager: FRANCINE CRYSTAL
Telephone: (617) 327-0309

TRAINER: Francine Crystal 100.00 per hour MSA-ST3J501

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A E SCHWARTZ & ASSOCIATES
Contract Manager: ANDREW E SCHWARTZ
Telephone: (617) 926-9111

TRAINER: Andrew E Schwartz 125.00 per hour MSA-ST3J502

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AARON LOWERY & ASSOCIATES
Contract Manager: AARON LOWERY
Telephone: (313) 557-9587

TRAINER: Aaron Lowery 125.00 per hour MSA-ST3J502

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HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B11

PRODUCTIVE TIME MANAGEMENT

CAREER DEVELOPMENT & COUNSELING SERVICES
Contract Manager: EDWARD COLOZZI
Telephone: (617) 721-1200

TRAINER:	Edward A Colozzi	125.00	per hour	MSA-ST3J502

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HUMAN RESOURCE SYSTEMS FOR PRODUCTIVITY
Contract Manager: ASSUNTA YOUNG
Telephone: (508) 443-4293

TRAINER:	Assunta Young	125.00	per hour	MSA-ST3J501

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MARTHA LOSS & ASSOCIATES
Contract Manager: MARTHA LOSS
Telephone: (617) 965-1127

TRAINER:	Martha Loss	120.00	per hour	MSA-ST3J502

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RESOURCE DEVELOPMENT GROUP INC
Contract Manager: BERNARD CARMELL
Telephone: (413) 443-0661

TRAINER:	Bernard F Carmell	115.00	per hour	MSA-ST3J502
TRAINER:	Gilbert A Guy	115.00	per hour	MSA-ST3J502

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B12

TELEPHONE TECHNIQUES & DEALING EFFECTIVELY WITH THE PUBLIC, A COURSE

REQUISITES:

Each training event not to exceed 6 hours. Each group approximates 20-35 participants.

DEFINITION:

The majority of consumers seek service through the telephone and form an opinion of an agency's professionalism based on how well their needs are met.

GOALS:

This program will provide training on how to communicate effectively with the public. Topics will include: effective telephone techniques, appropriate referrals, dealing with the consumer, handling hostility and setting priorities.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B12

TELEPHONE TECHNIQUES & DEALING EFFECTIVELY WITH THE PUBLIC, A COURSE

MARTYN L GALLAGHER
Contract Manager: MARTYN GALLAGHER
Telephone: (413) 596-8554

TRAINER:	Martyn L Gallagher	100.00	per hour	MSA-ST3J501

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CASEY HALL
Contract Manager: CASEY HALL
Telephone: (401) 722-3198

TRAINER:	Casey Hall	110.00	per hour	MSA-ST3J501

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KAREN R YOUNG
KRY TRAINING ASSOCIATES
Contract Manager: KAREN YOUNG
Telephone: (603) 437-3875

TRAINER:	Karen Young	125.00	per hour	MSA-ST3J501

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FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER:	Lydia Leacock Schaeffer	125.00	per hour	MSA-ST3J501

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KATHLEEN FLETCHER & ASSOCIATES
Contract Manager: KATHLEEN M FLETCHER
Telephone: (508) 697-3489

TRAINER:	Kathleen Fletcher	125.00	per hour	MSA-ST3J501

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MIT GROUP (MANAGEMENT INTERVENTION & TRAINING
Contract Manager: PRISCILLA GLIDDEN
Telephone: (617) 884-1999

TRAINER:	Barbara Hyle	110.00	per hour	MSA-ST3J501

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OFFICE DIRECTIONS
Contract Manager: JEAN VERZOLA-HENRY
Telephone: (508) 475-7852

TRAINER:	Jean Verzola-Henry	95.00	per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B14

E.S.L. - VERBAL SKILLS FOR EMPLOYEES WHOSE LANGUAGE IS NOT ENGLISH

REQUISITES:

Training event not to exceed 60 hours. Each group approximates 10-20 employees.

DEFINITION:

This program can be taught either at the basic or advanced level.

GOALS:

The course offers practical instruction and skill development in speaking on the phone, asking questions, following direction, reading messages/signs, and understanding State government structure. The objective for these courses is to assist employees to more effectively perform their jobs and to prepare them for career growth opportunities. After a diagnostic test, participants will meet with the instructor who will place them in the basic or advanced course. The advanced course is for employees who need to focus on grammar, oral presentations, and polishing the verbal skills necessary for living and working in an English-speaking environment.

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B14

E.S.L. - VERBAL SKILLS FOR EMPLOYEES WHOSE LANGUAGE IS NOT ENGLISH

GEORGE F MAHONEY
Contract Manager: GEORGE MAHONEY
Telephone: (508) 342-6609

TRAINER:	George Mahoney	85.00	per hour	MSA-ST3J502

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KILMARTIN COMPANY INC
Contract Manager: KAREN KILMARTIN
Telephone: (508) 369-1784

TRAINER:	Evelyn Folino	69.00	per hour	MSA-ST3J501
TRAINER:	Denis Jenssen	69.00	per hour	MSA-ST3J501
TRAINER:	Penny Kates	69.00	per hour	MSA-ST3J501
TRAINER:	Karen Kilmartin	69.00	per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B13

DEALING WITH SEXUAL HARASSMENT, A COURSE IN

REQUISITES:

Training event not to exceed 6 hours. Each group approximates 20-50 participants.

DEFINITION:

Sexual harassment on the job is prohibited by state and federal law.

GOALS:

This course will communicate agency policies, state laws, and Federal laws governing the subject. The program will stress each manager's supervisory role in handling a sexual harassment grievance and the roles of legal, affirmative action and union personnel when dealing with the issue.

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B13
DEALING WITH SEXUAL HARASSMENT, A COURSE IN

SADIE BURTON-GOSS
Contract Manager: SADIE BURTON-GOSS
Telephone: (617) 361-7886

TRAINER:	Sadie Burton-Goss	120.00	per hour	MSA-ST3J501

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SHARON B WASHINGTON
BFD ASSOCIATES
Contract Manager: SHARON WASHINGTON
Telephone: (603) 434-7026

TRAINER:	Sharon Bueno Washington	85.00	per hour	MSA-ST3J501

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FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER:	Lydia Leacock Schaeffer	125.00	per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B15

BASIC ENGLISH, A COURSE IN

REQUISITES:

Training event not to exceed 60 hours. Each group approximates 10-24 employees.

DEFINITION:

Many employees enter the workforce without having had the opportunity to become proficient in basic English.

GOALS:

This course is designed to reinforce the fundamentals of the English language for employees who need to strengthen this skill area. It will review the basic parts of speech, sentence structure, grammar and build vocabulary. Opportunities to practice by reading and discussion in a supportive environment will be made available.

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B15
BASIC ENGLISH, A COURSE IN

MARYANN PIOTROWSKI
CORPORATE WRITING CONSULTANTS
Contract Manager: MARYANN PIOTROWSKI
Telephone: (617) 876-1737

TRAINER:	Maryann Piotrowski	120.00	per hour	MSA-ST3J502

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RICHARD P EVANS
MANAGEMENT COLLABORATIVE
Contract Manager: RICHARD P EVANS
Telephone: (617) 862-1290

TRAINER:	Patricia McSweeney	110.00	per hour	MSA-ST3J502

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KILMARTIN COMPANY INC
Contract Manager: KAREN KILMARTIN
Telephone: (508) 369-1784

TRAINER:	Evelyn Folino	75.00	per hour	MSA-ST3J501
TRAINER:	Denis Jenssen	75.00	per hour	MSA-ST3J501
TRAINER:	Penny Kates	75.00	per hour	MSA-ST3J501
TRAINER:	Karen Kilmartin	75.00	per hour	MSA-ST3J501

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OFFICE DIRECTIONS
Contract Manager: JEAN VERZOLA-HENRY
Telephone: (508) 475-7852

TRAINER:	Jean Verzola-Henry	95.00	per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B16

BASIC MATH, A COURSE IN

REQUISITES:

Training event not to exceed 60 hours. Each group approximates 10-24 employees.

DEFINITION:

Many employees enter the workforce without having had the opportunity to become proficient in basic math.

GOALS:

This course is designed to review the fundamentals of math for employess who need to strengthen this skill area. It will review basic arithmetic and algebra skills and provide opportunities to practice on work related projects.

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B16
BASIC MATH, A COURSE IN

OFFICE DIRECTIONS
Contract Manager: JEAN VERZOLA-HENRY
Telephone: (508) 475-7852

TRAINER:	Jean Verzola-Henry	95.00 per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

STAFF COURSE NO: B17

MANAGING STRESS, A COURSE IN

REQUISITES:

Training event not to exceed 6 hours. Each group approximates 20-35 participants.

DEFINITION:

Stress is recognized as being present in all jobs in the contemporary workplace.

GOALS:

This one-day program is designed to provide participants with an understanding of the factors and situations which are stress producing. It covers the nature of stress and burnout and their physical, psychological, and sociological consequences. Negative and positive coping behaviors are described. Simple but effective techniques for dealing with stress are discussed. Practical application of these techniques will be practiced during this session.

TRAINERS BY COURSE AND VENDOR

STAFF COURSE NO.: B17
MANAGING STRESS, A COURSE IN

REGGIE ODOM
Contract Manager: REGGIE ODOM
Telephone: (617) 923-3593

TRAINER: Reggie Odom 110.00 per hour MSA-ST3J501

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JUDITH G POOLE
Contract Manager: JUDITH POOLE
Telephone: (617) 923-8856

TRAINER: Judith Poole 100.00 per hour MSA-ST3J501

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SHARON B WASHINGTON
BFD ASSOCIATES
Contract Manager: SHARON WASHINGTON
Telephone: (603) 434-7026

TRAINER: Sharon Bueno Washington 85.00 per hour MSA-ST3J501

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DEBORA S BLOOM
DEBORA BLOOM ASSOCIATES
Contract Manager: DEBORA S BLOOM
Telephone: (617) 965-6808

TRAINER: Debora Bloom 125.00 per hour MSA-ST3J501

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CAREER DEVELOPMENT & COUNSELING SERVICES
Contract Manager: EDWARD COLOZZI
Telephone: (617) 721-1200

TRAINER: Edward A Colozzi 125.00 per hour MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

ANCILLARY COURSE NO: D 1

NEEDS ASSESSMENT

REQUISITES:

Action plan with timetable, Instrument(s) are to be on file with the Human Resource Development Group. Number of hours and scope of work to be negotiated on a project basis.

GOALS:

To conduct a needs assessment through the Department of Personnel Administration, Human Resource Development Group. Assess and report on specific human resource development needs of the target group. The purpose is to provide management with current and specific data regarding human resource development needs of targeted group. Activities include, but are not limited to: field visits, meetings with management, meetings with the targeted group, needs assessment instrument development and implementation, data analysis, reports to management and human resource development professionals.

TRAINERS BY COURSE AND VENDOR

ANCILLARY COURSE NO.: D 1
NEEDS ASSESSMENT

ROB ADAMS McKEAN
CHART COMMUNICATIONS
Contract Manager: ROB ADAMS McKEAN
Telephone: (617) 739-0947

TRAINER: Rob Adams McKean 85.00 per hour MSA-ST3J501

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DEBORA S BLOOM
DEBORA BLOOM ASSOCIATES
Contract Manager: DEBORA S BLOOM
Telephone: (617) 965-6808

TRAINER: Debora Bloom 85.00 per hour MSA-ST3J501

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WALLACE COYLE
E WALLACE COYLE ASSOCIATES
Contract Manager: E WALLACE COYLE
Telephone: (617) 659-2251

TRAINER: E Wallace Coyle 85.00 per hour MSA-ST3J501

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LAWRENCE J DOYLE
THE HUMAN FACTOR
Contract Manager: LAWRENCE DOYLE
Telephone: (508) 534-3376

TRAINER: Lawrence Doyle 80.00 per hour MSA-ST3J501

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COMPUTER TRAIN
Contract Manager: ELINORE HILDEBRANDT
Telephone: (617) 876-4066

TRAINER: computer company 85.00 per hour MSA-ST3J501

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COMPUWORKS
Contract Manager: MARGARET GRIMES
Telephone: (617) 944-4751

TRAINER: computer company 60.00 per hour MSA-ST3J501

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HUMAN RESOURCE SYSTEMS FOR PRODUCTIVITY
Contract Manager: ASSUNTA YOUNG
Telephone: (508) 443-4293

TRAINER: Assunta Young 85.00 per hour MSA-ST3J501

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HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

ANCILLARY COURSE NO.: D 1

NEEDS ASSESSMENT

POIRIER & ASSOCIATES
Contract Manager: JOHN POIRIER
Telephone: (508) 698-0598

TRAINER:	John Poirier	85.00	per hour	MSA-ST3J501

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PROFESSIONAL DEVELOPMENT GROUP INC
Contract Manager: DAVID P GOMES
Telephone: (508) 872-1499

TRAINER:	computer company	75.00	per hour	MSA-ST3J501

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ZIFF COMMUNICATIONS
Contract Manager: MICHAEL PERRIELLO
Telephone: (617) 890-0009

TRAINER:	computer company	75.00	per hour	MSA-ST3J501

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(course_2awd)

HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

ANCILLARY COURSE NO: D 2

CURRICULUM DEVELOPMENT

REQUISITES:

Action plan with timetable and detailed description of end product to be on file with the Human Resource Development Group. Number of hours and scope of work to be negotiated on a project basis.

GOALS:

To design, prepare and deliver curriculum and customized training materials through the Human Resource Development Group, Department of Personnel Administration. These materials are to support agency-specific training events, target group training events or specialized program implementation. Classroom exercise and case examples are to be based on data obtained through need assessments or from agency management.

TRAINERS BY COURSE AND VENDOR

ANCILLARY COURSE NO.: D 2
CURRICULUM DEVELOPMENT

WILLIAM J COUGHLIN
Contract Manager: WILLIAM J COUGHLIN
Telephone: (617) 566-0383

TRAINER: William J Coughlin 85.00 per hour MSA-ST3J501

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CASEY HALL
Contract Manager: CASEY HALL
Telephone: (401) 722-3198

TRAINER: Casey Hall 75.00 per hour MSA-ST3J501

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SHARON O'NEILL
Contract Manager: SHARON O'NEILL
Telephone: (413) 323-5890

TRAINER: Sharon O'Neill 85.00 per hour MSA-ST3J501

==========

MARY L SHAPIRO
Contract Manager: MARY SHAPIRO
Telephone: (617) 828-8876

TRAINER: Mary Shapiro 85.00 per hour MSA-ST3J501

==========

SHARON B WASHINGTON
BFD ASSOCIATES
Contract Manager: SHARON WASHINGTON
Telephone: (603) 434-7026

TRAINER: Sharon Bueno Washington 75.00 per hour MSA-ST3J501

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SUSAN K GRAY
KOHLER-GRAY MANAGEMENT CONSULTANTS
Contract Manager: SUSAN KOHLER-GRAY
Telephone: (413) 584-6747

TRAINER: Susan Kohler-Gray 85.00 per hour MSA-ST3J501

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KAREN R YOUNG
KRY TRAINING ASSOCIATES
Contract Manager: KAREN YOUNG
Telephone: (603) 437-3875

TRAINER: Karen Young 85.00 per hour MSA-ST3J501

==========

HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

ANCILLARY COURSE NO.: D 2

CURRICULUM DEVELOPMENT

FRANCINE J CRYSTAL
OPPORTUNITY MANAGEMENT
Contract Manager: FRANCINE CRYSTAL
Telephone: (617) 327-0309

TRAINER:	Francine Crystal	75.00	per hour	MSA-ST3J501

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JAY W VOGT
PEOPLESWORTH
Contract Manager: JAY W VOGT
Telephone: (617) 327-1636

TRAINER:	Jay Vogt	85.00	per hour	MSA-ST3J501

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KENNETH W MIRVIS
THE WRITING COMPANY
Contract Manager: KENNETH MIRVIS, Ed.D.
Telephone: (617) 924-7122

TRAINER:	Kenneth Mirvis	85.00	per hour	MSA-ST3J501

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COMPUTER TRAIN
Contract Manager: ELINORE HILDEBRANDT
Telephone: (617) 876-4066

TRAINER:	computer company	85.00	per hour	MSA-ST3J501

==========

COMPUWORKS
Contract Manager: MARGARET GRIMES
Telephone: (617) 944-4751

TRAINER:	computer company	60.00	per hour	MSA-ST3J501

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FOCUS GROUP/McGUIRE ANTHONY INC
Contract Manager: CRYSTELL ANTHONY
Telephone: (617) 254-1123

TRAINER:	Crystell Anthony	85.00	per hour	MSA-ST3J501
TRAINER:	Jeanne McGuire	85.00	per hour	MSA-ST3J501
TRAINER:	Lydia Leacock Schaeffer	85.00	per hour	MSA-ST3J501

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KATHLEEN FLETCHER & ASSOCIATES
Contract Manager: KATHLEEN M FLETCHER
Telephone: (508) 697-3489

TRAINER:	Kathleen Fletcher	85.00	per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPEMENT TRAINING COURSES

MSA-ST3J501 Effective: 01/01/93 - 12/31/94 & MSA-ST3J502 Effective: 08/01/93 - 7/31/95

TRAINERS BY COURSE AND VENDOR

ANCILLARY COURSE NO.: D 2

CURRICULUM DEVELOPMENT

KILMARTIN COMPANY INC
Contract Manager: KAREN KILMARTIN
Telephone: (508) 369-1784

TRAINER:	Karen Kilmartin	68.00	per hour	MSA-ST3J501

==========

PROFESSIONAL DEVELOPMENT GROUP INC
Contract Manager: DAVID P GOMES
Telephone: (508) 872-1499

TRAINER:	computer company	75.00	per hour	MSA-ST3J501

==========

ZIFF COMMUNICATIONS
Contract Manager: MICHAEL PERRIELLO
Telephone: (617) 890-0009

TRAINER:	computer company	75.00	per hour	MSA-ST3J501

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HUMAN RESOURCE DEVELOPMENT TRAINING
MSA-ST3J501 and MSA-ST3J502

COURSE DESCRIPTION

ANCILLARY COURSE NO: D 3

IMPACT STUDIES

REQUISITES:

Action plan with timetable, resulting instrument(s), data and report(s) are to be on file with the Human Resource Development Group. Number of hours and scope of work to be negotiated on a project basis.

GOALS:

To conduct impact studies on training events through the Human Resource Development Group, Department of Personnel Administration. These studies are to permit an in-depth analysis and evaluation of the impact and effectiveness of training events on participants and changes in behavior and productivity in the work place. Activities include, but are not limited to:

- Interview with program participants and appropriate personnel
- Development and implementation of evaluation tool
- Report to management and human resource development personnel

TRAINERS BY COURSE AND VENDOR

ANCILLARY COURSE NO.: D 3
IMPACT STUDIES

MARTYN L GALLAGHER
Contract Manager: MARTYN GALLAGHER
Telephone: (413) 596-8554

TRAINER:	Martyn L Gallagher	70.00	per hour	MSA-ST3J501

==========

COMPUWORKS
Contract Manager: MARGARET GRIMES
Telephone: (617) 944-4751

TRAINER:	computer company	60.00	per hour	MSA-ST3J501

==========

ZIFF COMMUNICATIONS
Contract Manager: MICHAEL PERRIELLO
Telephone: (617) 890-0009

TRAINER:	computer company	75.00	per hour	MSA-ST3J501

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